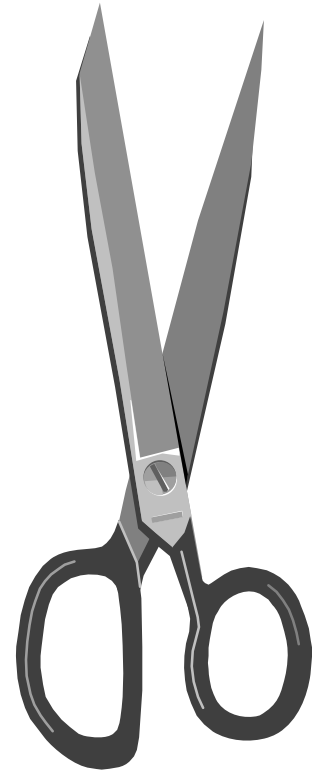



Cut along the outer border and affix this label to your sealed proposal envelope to identify it as a “Sealed Proposal”. Be sure to include the name of the company submitting the bid where requested.

SEALED PROPOSAL • DO NOT OPEN	
SEALED PROPOSAL NO.:	078-0417-P (AM)
PROPOSAL TITLE :	Software Implementation for Health and Human Services Department- Re-Bid
DUE DATE/TIME:	September 15, 2008 @ 3 P.M.
SUBMITTED BY:	_____ (Name of Company)
DELIVER TO: PURCHASING DEPARTMENT Board of County Commissioners Annex Building –6 th Floor 400 South Fort Harrison Avenue Clearwater, FL 33756	



Please Note:

From time to time, addenda may be issued to this proposal. Any such addenda will be posted on the same Web site, www.pinellascounty.org/purchase/Current_Bids1.htm, from which you obtained this proposal. Before submitting your proposal you should check our Web site to download any addenda that may have been issued. Please remember to sign and return Addenda Acknowledgement Form with completed proposal package if applicable.

SUBMIT TO: PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS 400 S. FT. HARRISON AVENUE ANNEX BUILDING – 6 TH FLOOR CLEARWATER, FL 33756		 <h1 style="text-align: center;">REQUEST FOR PROPOSAL</h1>	
ISSUE DATE: JULY 18, 2008		PROPOSAL SUBMITTALS RECEIVED AFTER SUBMITTAL DATE & TIME WILL NOT BE CONSIDERED	
TITLE: SOFTWARE IMPLEMENTATION FOR HEALTH AND HUMAN SERVICES DEPARTMENT- RE-BID		RFP NUMBER: 078-0417-P (AM)	
SUBMITTAL DUE: September 15, 2008 @ 3:00 P.M. AND MAY NOT BE WITHDRAWN FOR 120 DAYS FROM DATE LISTED ABOVE.		PRE-PROPOSAL DATE & LOCATION: NON-MANDATORY	
DEADLINE FOR WRITTEN QUESTIONS: September 5, 2008 BY 3:00 P.M. SUBMIT QUESTIONS TO: AMELIA McFARLANE, CPPB AT amcfarla@pinellascounty.org Phone: (727) 464-3149 Fax: (727) 464-3925		400 S FT HARRISON AVE 5TH FLOOR CONFERENCE ROOM, CLEARWATER, FLORIDA DATE/TIME JULY 29, 2008 @ 10 AM	
COMMISSIONERS ROBERT B. STEWART - CHAIRMAN CALVIN D. HARRIS - VICE CHAIRMAN RONNIE DUNCAN SUSAN LATVALA JOHN MORRONI KAREN WILLIAMS SEEL KENNETH T. WELCH		THE MISSION OF PINELLAS COUNTY Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.	
		JOSEPH LAURO, CPPO/CPPB Director of Purchasing	

PROPOSER MUST COMPLETE THE FOLLOWING

PROPOSERS ARE CAUTIONED THAT THE POLICY OF THE BOARD OF COUNTY COMMISSIONERS, PINELLAS COUNTY, IS TO ACCEPT THE LOWEST RESPONSIBLE PROPOSAL RECEIVED MEETING SPECIFICATIONS. NO CHANGES REQUESTED BY A PROPOSER DUE TO AN ERROR IN PRICING WILL BE CONSIDERED AFTER THE RFP OPENING DATE AS ADVERTISED. BY SIGNING THIS PROPOSAL FORM YOU ARE ATTESTING TO YOUR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER PROPOSAL TERMS AND CONDITIONS.

PAYMENT TERMS: ____% ____DAYS, NET ____ *RFP DEPOSIT, IF REQUIRED, IS ATTACHED IN THE AMOUNT OF \$ _____

PROPOSER (COMPANY NAME): _____ **D/B/A** _____

MAILING ADDRESS: _____ **CITY / STATE / ZIP** _____

COMPANY EMAIL ADDRESS: _____ **PHN: ()** _____ **FAX: ()** _____

***REMIT TO NAME:** _____
 (As Shown On Company Invoice)

CONTACT NAME: _____

Proper Corporate Identity is needed when you submit your bid, especially how your firm is registered with the Florida Division of Corporations. Please visit www.sunbiz.org for this information. It is essential to return a copy of your W-9 with your bid. Thank you.

PRINT NAME: _____

EMAIL ADDRESS: _____

I HEREBY AGREE TO ABIDE BY ALL CONDITIONS OF THIS RFP & CERTIFY I AM AUTHORIZED TO SIGN THIS RFP FOR THE PROPOSER.

FORMS CHECKLIST	
COPY OF COMPANY INVOICE	
W-9 (TAXPAYER ID)	

AUTHORIZED SIGNATURE: _____

PRINT NAME/TITLE: _____

THIS FORM MUST BE RETURNED WITH YOUR RESPONSE

SEE PAGE 15 SECTION E SCOPE OF WORK

SECTION A - GENERAL CONDITIONS**1. SUBMISSION OF PROPOSAL:**

- a) Proposals will be opened immediately after the proposal submittal date and time (3:00 PM) by the Pinellas County Purchasing Department, 400 South Fort Harrison Avenue, Annex Building, 6th Floor, Clearwater, FL 33756. The public may attend the proposal opening, but may not immediately review any proposals submitted. The names of respondents only will be read aloud at the time of opening. Pursuant to Section 119.07(3)(m), all proposals submitted shall be subject to review as public records 10 days from opening, or earlier if an intended decision is reached before the 10-day period expires. Late proposals will not be accepted.
- b) Proposals and changes thereto shall be enclosed in sealed envelopes or packages, addressed to the Purchasing Department, Pinellas County. The name and address of the firms, the date and hour of the proposal submittal, and the title shall be placed on the outside of the envelope.
- c) Proposals must follow the format of the RFP and structure their responses to follow the sequence of the RFP when submitting a proposal. County staff will evaluate the proposals received, based on responsiveness to the evaluation criteria and based on the information being provided in the required sequence.
- d) Proposers must have experience in work of the same or similar nature, and must provide references that will satisfy the County. Proposer must furnish a reference list of at least four (4) customers for whom they have performed similar services and must provide information as specified in Section D.
- e). Proposer is advised that exceptions to any of the terms contained in this RFP or the attached service agreement must be identified in its response to the RFP. Failure to do so may lead County to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

2. WRITTEN REQUESTS FOR INTERPRETATIONS/CLARIFICATIONS:

No oral interpretations will be made to any firms as to the meaning of specifications or any other contract documents. All questions pertaining to the terms and conditions or scope of work of this proposal must be sent in writing (mail or fax) to the Purchasing Department and received no later than the deadline specified in RFP. Responses to questions may be handled as an addendum if the response would provide clarification to requirements of the proposal. All such addenda shall become part of the contract documents. The County will not be responsible for any other explanation or interpretation of the proposed RFP made or given prior to the award of the contract. The Purchasing Department will be unable to respond to questions received after the specified deadline.

3. DESCRIPTION OF SUPPLIES/SERVICES:

Any manufacturer's names, trade names, brand name, or catalog numbers used in specifications are for the purpose of describing and establishing general quality levels. SUCH REFERENCES ARE NOT INTENDED TO BE RESTRICTIVE. Proposals will be considered for all brands that meet the quality of the specifications listed for any items.

4. RIGHTS OF PINELLAS COUNTY IN REQUEST FOR PROPOSAL PROCESS:

In addition to all other rights of the County under Florida law, the County specifically reserves the following:

- a) Pinellas County reserves the right to rank firms and negotiate with the highest-ranking firm. Negotiation with an individual proposer does not require negotiation with others.
- b) Pinellas County reserves the right to select the proposal that it believes will serve the best interest of Pinellas County.
- c) Pinellas County reserves the right to reject any or all Requests for Proposals.
- d) Pinellas County reserves the right to cancel the entire Request for Proposal.
- e) Pinellas County reserves the right to remedy or waive technical or immaterial errors in the Request for Proposal or in proposals submitted.
- f) Pinellas County reserves the right to request any necessary clarifications or proposal data without changing the terms of the proposal.
- g) Pinellas County reserves the right to make selection of the proposer to perform the services required on the basis of the original proposals without negotiation.

SECTION A - GENERAL CONDITIONS - CONTINUED

5. EVALUATION CRITERIA:

The evaluation criteria define the factors that will be used by the Evaluation Committee to evaluate and score responsive, responsible and qualified proposals. Proposers shall include sufficient information to allow the Evaluation Committee to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the evaluation criteria listed in Section E of the RFP. Proposers will ordinarily not be suggested for award/ranking of firms or oral presentations if a score of at least eighty percent (80%) of the total points available is not achieved through evaluation.

6. COSTS INCURRED BY PROPOSERS:

All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne solely by the Proposer(s). No payment will be made for any responses received, or for any other effort required of, or made by, the Proposer(s) prior to contract commencement.

7. ORAL PRESENTATION:

An oral presentation of proposal may be requested of any firm, at the Evaluation Committee's discretion.

8. CONFLICT OF INTEREST:

- a) The Proposer represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance or services required hereunder, as provided for in Fla. Stat., §112.311, et. Seq. The Proposer further represents that no person having any interest shall be employed for said performance.
- b) The Proposer shall promptly notify the County's representative, in writing, by certified mail, of all potential conflicts of interest for any prospective business association, interest, or other circumstance, which may influence or appear to influence the Contractor's judgment or quality of services being provided hereunder. Such written notification shall identify the prospective business association, interest or circumstance, the nature of work that the Proposer may undertake and request an opinion of the County as to whether the association, interest or circumstance would, in the opinion of the County, constitute a conflict of interest if entered into by the Proposer. The County agrees to notify the Proposer of its opinion by certified mail within thirty days of receipt of notification by the Proposer.

9. WITHDRAWAL OF PROPOSAL:

A proposal may be withdrawn prior to the time set for the proposal submittal, based on a written request from an authorized representative of the firm; however, a proposal may not be withdrawn after the time set for the proposal submittal for a period of time as specified.

10. LATE PROPOSAL OR MODIFICATIONS:

Proposal and modifications received after the time set for the proposal submittal will not be considered; however, modifications in writing received prior to the time set for the proposal submittal will be accepted. **In addition, late proposals will not be accepted, will be rejected and will be returned for any reason. The time clock stamp located in Pinellas County Purchasing Department shall be the official time stamp.** This upholds the integrity of the proposal process.

11. PROPOSALS FROM RELATED PARTIES / MULTIPLE PROPOSALS RECEIVED FROM ONE VENDOR:

Where two (2) or more related parties each submit a proposal or multiple proposals are received from one (1) vendor, for any contract, such proposals shall be judged non-responsive. Related parties mean proposers or the principles thereof, which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent company or the principles thereof of one (1) proposer have a direct or indirect ownership interest in another bidder or proposer for the same contract.

12. LOCAL, STATE, AND FEDERAL COMPLIANCE REQUIREMENTS:

The laws of the State of Florida apply to any purchase made under this Request for Proposal. Proposers shall comply with all local, state, and federal directives, orders and laws as applicable to this proposal and subsequent contract(s) including but not limited to Equal Employment Opportunity (EEO), Minority Business Enterprise (MBE), and OSHA as applicable to this contract.

SECTION A - GENERAL CONDITIONS - CONTINUED**13. PROVISION FOR OTHER AGENCIES:**

Unless otherwise stipulated by the proposer, the proposer agrees to make available to all Government agencies, departments, and municipalities the proposal prices submitted in accordance with said proposal terms and conditions therein, should any said governmental entity desire to buy under this proposal. Eligible Users shall mean all state of Florida agencies, the legislative and judicial branches, political subdivisions (counties, local district school boards, community colleges, municipalities, or other public agencies or authorities), which may desire to purchase under the terms and conditions of the contract.

14. COLLUSION:

The proposer, by affixing his signature to this proposal, agrees to the following: "Proposer certifies that his proposal is made without previous understanding, agreement, or connection with any person, firm or corporation making a proposal for the same item(s) and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action".

15. RIGHT TO AUDIT:

Pinellas County reserves the privilege of auditing a vendor's records as such records relate to purchases between Pinellas County and said vendor. Such audit privilege is provided for within the text of the Pinellas County Code §2-156 through §2-176(j). Records should be maintained for three years from the date of final payment.

16. STATEMENT RELATIVE TO "PUBLIC ENTITY CRIMES":

The proposer is directed to the Florida Public Entity Crime Act, §287.133, Florida Statutes, and the County's requirement that the successful proposer comply with it in all respects prior to and during the term of this contract.

17. COUNTY INDEMNIFICATION:

- a) The first ten dollars (\$10) of compensation received by the contractor pursuant to this contract represents specific consideration for the following indemnification: contractor shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from the said contractor; or by, or in consequence of any neglect in safeguarding the work; or through the use of unacceptable materials in the construction of improvements; or by, or on account of any act or omission, neglect or misconduct of the said contractor; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of the County.
- b) The successful proposer(s) agrees to indemnify the County and hold it harmless from and against all claims, liability, loss, damage or expense, including counsel fees, arising from or by reason of any actual or claimed trademark, patent or copyright infringement or litigation based thereon, with respect to the goods or any part thereof covered by this order, and such obligation shall survive acceptance of the goods and payment thereof by the County.

18. VARIANCE FROM STANDARD TERMS & CONDITIONS:

All standard terms and conditions stated in Section A apply to this contract except as specifically stated in the subsequent sections of the document, which take precedence over Section A, and should be fully understood by proposers prior to submitting a proposal on this requirement.

19. ADA REQUIREMENT FOR PUBLIC NOTICES:

Persons with disabilities requiring reasonable accommodation to participate in this proceeding/event, should call 727/464-4062 (voice/tdd) fax 727/464-4157, not later than seven days prior to the proceeding.

SECTION A - GENERAL CONDITIONS - CONTINUED**20. CERTIFICATE OF INSURANCE:**

The successful proposer must provide a Certificate of Insurance in accordance with Insurance Requirements, Section C, prior to issuance of Purchase Order or commencement of any work hereunder.

21. PROCUREMENT POLICY FOR RECYCLED MATERIALS:

Pinellas County wishes to encourage its proposer to use recycled products in fulfilling contractual obligations to the County and that such a policy will serve as a model for other public entities and private sector companies.

When awarding a purchase of \$5000 or less, or recommending a purchase in excess of \$5000 for products, materials, or services, the Director of Purchasing may allow a preference to a responsive proposer who certifies that their product or material contains the greatest percentage of postconsumer material. If they are submitting a proposal on paper products they must certify that their materials and/or products contain at least the content recommended by the EPA guidelines.

On all proposals over fifty thousand dollars (\$50,000) and formal quotes under fifty thousand dollars (\$50,000), or as required by law, the Director of Purchasing shall require vendors to specify which products have recycled materials, what percentage or amount is postconsumer material, and to provide certification of the percentages of recycled materials used in the manufacture of goods and commodities procured by the County.

Price preference is not the preferred practice the County wishes to employ in meeting the goals of this resolution. If a price preference is deemed to serve the best interest of the County and further supports the purchase of recycled materials, the Director of Purchasing will make a recommendation that a price preference be allowed up to an amount not to exceed 10% above the lowest complying proposal received.

DEFINITIONS:

Recovered Materials: Materials that have recycling potential, can be recycled, and have been diverted or removed from the solid waste stream for sale, use or reuse, by separation, collection, or processing.

Recycled Materials: Materials that contain recovered materials. This term may include internally generated scrap that is commonly used in industrial or manufacturing processes, waste or scrap purchased from another manufacturer and used in the same or a closely related product.

Postconsumer Materials: Materials which have been used by a business or a consumer and have served their intended end use, and have been separated or diverted from the solid waste stream for the purpose of recycling, such as; newspaper, aluminum, glass containers, plastic containers, office paper, corrugated boxes, pallets or other items which can be used in the remanufacturing process.

The County shall be responsible for filing all DEP notifications and furnish a copy of the DEP notification and approval for demolition to the successful proposer. The County will furnish a copy of the asbestos survey to the successful proposer. The proposer must keep this copy on site at all times during the actual demolition.

22. PAYMENT/INVOICES:

The proposer must specify on the Proposal Summary form the exact company name and address which must be the same as invoices submitted for payment as a result of award of this RFP. Further, the successful proposer is responsible for immediately notifying the Purchasing Department of any company name change, which would cause invoicing to change from the name used at the time of the original RFP. Payment will be made, in arrears, in accordance with Fla. Stat. § 218.70, et. seq., the Local Government Prompt Payment Act.

SECTION A - GENERAL CONDITIONS - CONTINUED**23. CANCELLATION:**

- a) Pinellas County reserves the right to cancel this contract without cause by giving thirty (30) days prior notice to the contractor in writing of the intention to cancel or with cause if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified.
- b) Failure of the contractor to comply with any of the provisions of this contract shall be considered a material breach of contract and shall be cause for immediate termination of the contract at the discretion of Pinellas County.
- c) In addition to all other legal remedies available to Pinellas County, Pinellas County reserves the right to cancel and obtain from another source, any items/services which have not been delivered within the period of time stated in proposal, or if no such time is stated, within a reasonable period of time from the date of order as determined by Pinellas County.
- d) In the event sufficient budgeted funds are not available for a new fiscal period, the County shall notify the vendor of such occurrence and contract shall terminate on the last day of current fiscal period without penalty or expense to the County.

24. ASSIGNMENT/SUBCONTRACTING/CORPORATE ACQUISITIONS AND/OR MERGERS:

The Contractor shall perform this contract. No assignment or subcontracting shall be allowed without prior written consent of the County. If a proposer intends to subcontract a portion of this work, the proposer must disclose that intent in the proposal. In the event of a corporate acquisition and/or merger, the Contractor shall provide written notice to the County within thirty (30) business days of Contractor's notice of such action or upon the occurrence of said action, whichever occurs first. The right to terminate this contract, which shall not be unreasonably exercised by the County, shall include, but not be limited to, instances in which a corporate acquisition and/or merger represent a conflict of interest or are contrary to any local, state, or federal laws. Action by the County awarding a proposal to a firm that has disclosed its intent to assign or subcontract in its response to the RFP, without exception shall constitute approval for purpose of this Agreement.

25. NON-EXCLUSIVE CONTRACT:

Award of this Contract shall impose no obligation on the County to utilize the vendor for all work of this type, which may develop during the contract period. This is not an exclusive contract. The County specifically reserves the right to concurrently contract with other companies for similar work if it deems such action to be in the County's best interest. In the case of multiple-term contracts, this provision shall apply separately to each term.

26. LOBBYING:

Lobbying of Evaluation Committee members, Pinellas County Government employees, or elected officials regarding request for proposals, request for qualifications, bids or contracts, during the pendency of bid protest, by the bidder/proposer/protestor or any member of the bidder's/proposer's/protestor's staff, an agent of the bidder/proposer/protestor, or any person employed by any legal entity affiliated with or representing an organization that is responding to the request for proposal, request for qualification, bid or contract, or has a pending bid protest is strictly prohibited either upon advertisement or on a date established by the Board of County Commissioners and shall be prohibited until either an award is final or the protest is finally resolved by the County Administrator or Purchasing Director; provided, however, nothing herein shall prohibit a prospective bidder/proposer from contacting the Purchasing Department to address situations such as clarification and/or questions related to the procurement process. For purposes of this provision lobbying activities shall include but not be limited to, influencing or attempting to influence action or non-action in connection with any request for proposal, request for qualification, bid or contract through direct or indirect oral or written communication or an attempt to obtain goodwill of persons and/or entities specified in this provision. Such actions may cause any request for proposal, request for qualification, bid or contract to be rejected.

27. ADDITIONAL REQUIREMENTS:

The County reserves the right to request additional services relating to this Agreement from the Contractor. When approved by the County as an amendment to this Agreement and authorized in writing, the Contractor shall provide such additional requirements as may become necessary.

SECTION A - GENERAL CONDITIONS - CONTINUED**28. ADD/DELETE LOCATIONS/SERVICES:**

The County reserves the right to unilaterally add or delete locations/services, either collectively or individually, at the County's sole option, at any time after award has been made as may be deemed necessary or in the best interests of the County. In such case, the contractor(s) will be required to provide services to this contract in accordance with the terms, conditions, and specifications.

29. SERVICES AGREEMENT:

A written agreement, in substantially the form attached, incorporating the Request for Proposal and the successful proposal will be prepared by the County, signed by the successful proposer and presented to the Board of County Commissioners, County Administrator or Director of Purchasing for approval and signature.

SECTION A - GENERAL CONDITIONS - CONTINUED

30. PROTEST PROCEDURE:

As per Section 2-162 of County Code

1.

(a) *Bid/Proposal protests.* Any actual or prospective bidder, proposer, who is allegedly aggrieved in connection with the issuance of a bid/proposal package or pending award of a contract may protest to the director of purchasing.

(b) *Posting.* The Purchasing Department shall post the formal award on the departmental website. The formal award shall be publicly posted on the Purchasing Department's website no less than three full business days after the decision to recommend the award to the bidder/proposer is made.

(c) *Requirements to Protest.*

(1) If the protest relates to the content of the bid/proposal package, a formal written protest must be filed no later than 5:00 p.m. on the fifth full business day after issuance of the bid/proposal package.

(2) If the protest relates to the award of a contract, a formal written protest must be filed no later than 5:00 p.m., on the fifth business day after posting of either the contract award recommendation or the contract award itself. The formal written protest shall identify the protesting party and the solicitation involved; include a clear statement of the grounds on which the protest is based; refer to the statutes, laws, ordinances or other legal authorities which the protesting party deems applicable to such grounds; and specifically request the relief to which the protesting party deems itself entitled by application of such authorities to such grounds.

(3) A formal written protest is considered filed with the county when the Purchasing Department, County Administrator, or County Commission receives it. Accordingly, a protest is not timely filed unless it is received within the time specified above. Failure to file a formal written protest within the time period specified shall constitute a waiver of the right to protest and result in relinquishment of all rights to protest by the bidder/proposer.

(d) *Sole remedy.* These procedures shall be the sole remedy for challenging an award of bid. Bidder/proposers are prohibited from attempts to influence, persuade, or promote a bid protest through any other channels or means. Such attempts shall be cause for suspension in accordance with 2-161(b) of this article.

(e) *Time Limits.* The time limits in which protests must be filed as specified herein may be altered by specific provisions in the Bid/Request for Proposal.

(f) *Authority to resolve.* The Director of Purchasing shall resolve the protest in a fair and equitable manner and shall render a written decision to the protestant no later than 5:00 p.m. on the fifth business day after the filing thereof.

(g) *Review of Purchasing Director's decision.*

(1) The protesting party may request a review of the Purchasing Director's decision to the County Administrator by delivering written request for review of the decision to the Director of Purchasing by 5:00 p.m. on the fifth business day after the date of the written decision. The written notice shall include any written or physical materials, objects, statements, and arguments, which the bidder/proposer deems relevant to the issues raised in the request for review.

(2) If it is determined that the solicitation or award is in violation of law or the regulations and internal procedures of the Purchasing Department, the County Administrator shall immediately cancel or revise the solicitation or award as deemed appropriate.

(3) If it is determined that the solicitation or award should be upheld, the County Administrator shall issue a decision in writing stating the reason for the action with a copy furnished to the protesting party and all substantially affected persons or businesses no later than 5:00 p.m., on the fifth full business day. The decision shall be final and conclusive as to the county unless any further action is taken or a party commences action in court.

(4) *Stay of Procurement During Protests.* There shall be no stay of procurement during protests.

SECTION A - GENERAL CONDITIONS - CONCLUDED**31. INTEGRITY OF REQUEST FOR PROPOSAL (RFP) DOCUMENTS:**

Proposers shall use the original RFP Form(s) provided by the Purchasing Department and enter information only in the spaces where a response is requested. Proposers may use an attachment as an *addendum* to the RFP Form(s) if sufficient space is not available on the original form for the proposer to enter a complete response. **Any modifications or alterations to the original RFP documents by the proposer, whether intentional or otherwise, will constitute grounds for rejection of a RFP.** Any such modifications or alterations a proposer wishes to propose must be clearly stated in the proposer's RFP response and presented in the form of an addendum to the original RFP documents.

32. PUBLIC EMERGENCIES:

It is hereby made a part of this bid that before, during, and after a public emergency, disaster, hurricane, tornado, flood, or other acts of God that Pinellas County shall require a "First Priority" for goods and services. It is vital and imperative that the majority of citizens are protected from any emergency situation that threatens public health and safety, as determined by the County. Vendor/contractor agrees to rent/sell/lease all goods and services to the County or governmental entities on a "first priority" basis. The County expects to pay a fair and reasonable price for all products and services rendered or contracted in the event of a disaster, emergency, hurricane, tornado or other acts of God.

SECTION B - SPECIAL CONDITIONS**Proposal Title: Software Implementation for Health and Human Services Department- RE-BID
Proposal Number: 078-0417-P (AM)****1. OBJECTIVE:**

Pinellas County is soliciting a Request for Proposal (RFP) for the Health and Human Services Department from qualified software implementation vendors that have proven experience in implementing health and human services systems.

2. PROPOSAL REQUIREMENTS:

Each proposal should contain the following at a minimum. Proposer must also address detailed requirements as specified in Section E, Scope of Work.

- a) A written narrative describing the method or manner in which the proposer proposes to satisfy requirements of the Scope of Work.
- b) A description of the proposer's experience in providing the same or similar services as outlined in the RFP. This description should include the names of the person(s) who will provide the services, their qualifications, and the years of experience in performing this type of work. Also include the reference information requested in Section D.
- c) The fee(s) for services as outlined in the Scope of Work.

3. EVALUATION CRITERIA:

Following is the criteria that will be used by the County to evaluate and score responsive and qualified proposals. Proposers shall include sufficient information to allow the County to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the evaluation criteria listed in Section E, Scope of Work.

4. PRICING/PERIOD OF CONTRACT:

Prices shall be held firm for the duration of the contract unless changed during the negotiations of the contract. Services performed pursuant to this contract shall commence upon execution of the agreement and continue as necessary to perform and complete all the work required. Duration of the contract shall be for the period of twenty-four months from the date of execution of the agreement unless otherwise indicated. The County reserves the right to amend the contract period to a lesser time frame.

5. OPTION OF RENEWAL: N/A**6. PRE-PROPOSAL CONFERENCE:**

All questions pertaining to the proposal or technical specifications will be reviewed at this time. Proposal suggestions or modifications may be discussed with County representatives at this meeting and may be considered by representatives as possible addenda to the Request for Proposal.

NOTE: A NON-MANDATORY PRE-PROPOSAL CONFERENCE IS TO BE HELD AT 400 S FT HARRISON AVE 5TH FLOOR CONFERENCE ROOM, CLEARWATER, FLORIDA DATE/TIME JULY 29, 2008 @ 10 AM

Prospective proposers are encouraged to attend the meeting.

7. PERFORMANCE SECURITY:

In order to protect the County from default prior to the completion of the project, and pursuant to Section 195.095(2), Florida Statutes, the successful proposer will post a performance bond/security naming Pinellas County Board of County Commissioners as beneficiary, equal to the amount of the contracted fees for deliverables excluding maintenance service. The successful proposer must supply the Performance Bond/Security prior to execution of the contract or issuance of a Purchase Order. The performance security may be in the form of a PERFORMANCE BOND, cashier's check, certified check, bank draft, trust company treasure's check or irrevocable letter of credit. **NO PERSONAL, COMPANY CHECKS OR CASH WILL BE ACCEPTED.**

SECTION B - SPECIAL CONDITIONS

8. PROPOSAL SUBMITTAL COPIES:

Proposals shall be submitted in **one (1) original and SIX (6) HARD COPIES IN 3 RING BINDERS AND ONE ORIGINAL AND SIX (6) ELECTRONIC ON CD OR DVD- INCLUDING THE USER DOCUMENTATION.** The 'Originals' **MUST** clearly be marked.

9. ITEMS TO BE RETURNED WITH PROPOSAL:

a)	Section B	Proposal Deposit (If Applicable)
b)	Section D	Vendor References see page 1
c)	Section E	Proposal Submittal
d)	Section F	Proposal Signature Page
e)	Section G	Addendum Acknowledgement Form (If Applicable)
f)	Section H	Statement of No Submittal (If Applicable)

10. TIME LINE:

Following is a listing of actions and anticipated dates; the County reserves the right to change the dates, if necessary.

Date	
JULY 18, 2008	Advertising & Publishing RFP
JULY 29, 2008	Pre-proposal Conference
SEPTEMBER 5, 2008	Deadline for Questions/Clarifications
SEPTEMBER 15, 2008	Proposals due in Purchasing by 3:00 p.m. Public bid opening to follow immediately.
TBD	Evaluation of the RFP
TBD	Recommendation due to Purchasing from Health & Human Services Department
TBD	Submit recommendation to Board for Award of Contract

SECTION C - INSURANCE AND INDEMNIFICATION REQUIREMENTS

I. MINIMUM INSURANCE REQUIREMENTS FOR GENERAL LOW RISK CONTRACTS

A. Prior to the time Contractor is entitled to commence any part of the project, work or services under this Contract, Contractor shall procure, pay for and maintain at least the following insurance coverage's and limits. Said insurance shall be evidenced by delivery to the County of (1) certificates of insurance executed by the insurers listing coverage's and limits, expiration dates and terms of policies and all endorsements whether or not required by the County, and listing all carriers issuing said policies; and (2) upon request a certified copy of each policy, including all endorsements. The insurance requirements shall remain in effect throughout the term of this Contract. In addition, the County reserves the right to request physical evidence of this coverage by requesting the policy declaration page.

- (1) Worker's Compensation in at least the limits as required by law; Employers' Liability Insurance of not less than \$100,000 for each accident.
- (2) Comprehensive General Liability Insurance including, but not limited to, Independent, Contractor, Contractual, Premises/Operations, Products/Completed Operation and Personal Injury covering the liability assumed under indemnification provisions of this Contract, with limits of liability for personal injury and/or bodily injury, including death, of not less than \$500,000, each occurrence; and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, and the policy shall include Broad Form Property Damage coverage, and Fire Legal Liability of not less than \$50,000 per occurrence, unless otherwise stated by exception herein.
- (3) Comprehensive Automobile and Truck liability covering owned, hired and non-owned vehicles with minimum limits of \$500,000 each occurrence, for bodily injury including death, and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards.
- (4) Professional Liability Insurance (including Errors and Omissions) with minimum limits of \$500,000 per occurrence, if occurrence form is available; or claims made form with "tail coverage" extending three (3) years beyond completion and acceptance of the PROJECT with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", CONSULTANT may submit annually to the COUNTY a current Certificate of Insurance proving claims made insurance remains in force throughout the same three (3) year period.
- (5) **\$500,000** combined single limits, personal injury and/or bodily injury, including death, and property damage liability insurance as an excess of the primary coverage required above.

B. Each insurance policy shall include the following conditions by endorsement to the policy:

- (1) Each policy shall require that thirty (30) days prior to expiration, cancellation, non-renewal or any material change in coverage's or limits, a notice thereof shall be given to County by certified mail to: Pinellas County Purchasing Department, 400 S. Ft. Harrison Avenue, 6th Floor, Clearwater, Florida 33756. Contractor shall also notify County, in a like manner, within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, non-renewal or material change in coverage received by said Contractor from its insurer; and nothing contained herein shall absolve Contractor of this requirement to provide notice.

SECTION C - INSURANCE AND INDEMNIFICATION REQUIREMENTS

- (2) Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Contractor.
- (3) The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.
- (4) **Pinellas County shall be endorsed** to the required policy or policies as an additional insured. The policy clause "Other Insurance" shall not apply to any insurance coverage currently held by County to any such future coverage, or to County's Self-Insured Retention's of whatever nature.

C. Contractor hereby waives subrogation rights for loss or damage against the County.

D. Contractor shall ensure that any subcontractors or persons hired by subcontractors maintain the same level of insurance coverage as the contractor.

II. MINIMUM INSURANCE REQUIREMENTS FOR HIGH RISK CONTRACTS OVER \$100,000.00

- A. For selected high-risk contracts over \$100,000.00 aggregate value, the County may require an insurance certificate, policy declaration page and required endorsements. These required items shall be received by the County after formal Board of County Commissioners award and prior to execution of contract. Failure to provide required insurance documentation may cause your company to forfeit award.
- B. There may be certain projects or services less than \$100,000.00 in aggregate value that would be an exception and must be treated the same way as those services of \$100,000.00 and greater i.e. services involving obvious potentially dangerous conditions. Examples of such services would be any contracts involving construction, alterations, renovations, painting, spraying, roofing, mowing, scaffolding, excavation, demolition, environmentally sensitive work and any other condition that appears to be dangerous in nature.

SECTION D - VENDOR REFERENCES

Proposal Title: Software Implementation for Health and Human Services Department- RE-BID

Proposal Number: 078-0417-P (AM)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME: _____

LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS: _____

BUSINESS ADDRESS: _____

HOW LONG IN PRESENT LOCATION: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

TOTAL NUMBER OF CURRENT EMPLOYEES: _____ FULL TIME _____ PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: _____

All references will be contacted by a County Designee via email, fax, mail or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

LOCAL COMMERCIAL AND/OR GOVERNMENTAL REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

All fields below must be completed

<p>1 _____</p> <p>COMPANY NAME</p> <p>_____</p> <p>CITY, STATE</p> <p>_____</p> <p>CONTACT PERSON</p> <p>_____</p> <p>TELEPHONE</p> <p>_____</p> <p>FAX</p> <p>_____</p> <p>EMAIL ADDRESS</p> <p>_____</p>	<p>2 _____</p> <p>COMPANY NAME</p> <p>_____</p> <p>CITY, STATE</p> <p>_____</p> <p>CONTACT PERSON</p> <p>_____</p> <p>TELEPHONE</p> <p>_____</p> <p>FAX</p> <p>_____</p> <p>EMAIL ADDRESS</p> <p>_____</p>
<p>3 _____</p> <p>COMPANY NAME</p> <p>_____</p> <p>CITY, STATE</p> <p>_____</p> <p>CONTACT PERSON</p> <p>_____</p> <p>TELEPHONE</p> <p>_____</p> <p>FAX</p> <p>_____</p> <p>EMAIL ADDRESS</p> <p>_____</p>	<p>4 _____</p> <p>COMPANY NAME</p> <p>_____</p> <p>CITY, STATE</p> <p>_____</p> <p>CONTACT PERSON</p> <p>_____</p> <p>TELEPHONE</p> <p>_____</p> <p>FAX</p> <p>_____</p> <p>EMAIL ADDRESS</p> <p>_____</p>

SECTION E – SCOPE OF WORK

Proposal Title: Software Implementation for Health and Human Services Department- RE-BID**Proposal Number: 078-0417-P (AM)****A. OBJECTIVE:**

Pinellas County is soliciting a Request for Proposal (RFP) for the Health and Human Services Department from qualified software implementation vendors that have proven experience in implementing health and human services systems.

The scope for the future system includes (but is not limited to) social services features, medical services features, external claims tracking, client data management, reporting, program and service management, front office support, back office support, and other supporting features.

It is the intent of the County to obtain RFP's from qualified organizations to provide proposals on one of the following three options for health and human services systems (in order of preference):

1. **Single vendor solution that addresses all the needed areas of functionality and can be implemented through selection of various components (single vendor does not have to own all software offered), or**
2. **Multiple products or systems that can be integrated, either from a single vendor or from multiple vendors in partnership with a single vendor taking the lead and responsibility for all components and integration, or**
3. **One or more products or systems that represent the best fit for Pinellas County that will fully address needed functionality and have the capability of integrating with other systems.**

Pinellas County is interested in forming an ongoing partnership with a vendor to include future growth and support for phased releases of features, providing support for integration when needed, and customizing product when necessary.

It is the intent of the County to obtain proposals from qualified proposers for the HHS system. Even if the proposer does not have all the components of either Social Services systems and /or Health/Medical systems, they are encouraged to respond to this RFP. Responses to this RFP may include multiple awards to obtain products that cover desired functionality.

If more than one proposer is selected they will be required to work with each other in the County's best interest.

Proposal Submissions must include responses to attached Appendix A with Spreadsheet Tabs C.0 thru C.4, Tab D and any other required documentation required in the RFP.

A.1 Minimum Requirements for Response

Responsive product proposals will include the following minimum functionality:

Solution Capabilities – Foundational Features (C.1.4)

Client Data Management Features: Product can collect client demographic information, can query clients by multiple means, and supports multiple views of services and information about a client from a single screen.

Client Services Transactions Features: Services provided to clients are tracked and associated with appropriate client record and type of service.

Ad Hoc Reporting: Product either supports robust ad hoc reporting or is integrated with a well-known reporting system like Crystal Reports or Jasper Reports.

Technology & Systems Integration (C.2)

HIPAA Compliance: Product complies with HIPAA regulations with respect to protecting client confidentiality, security, and data exchange with external organizations.

External Interfaces: Product can exchange information with external systems, especially demographic information about clients and services approved or provided.

Technical Environment: Product can support the desktop, server, and WAN technical environments within Pinellas County.

SECTION E – SCOPE OF WORK

B. BACKGROUND

Pinellas County (County), a political subdivision of the State of Florida, is a peninsula bordered by the Gulf of Mexico on the west and by Tampa Bay on the east. The county is 38 miles long and 15 miles wide at its broadest point. At 280 square miles, Pinellas County is the second smallest Florida County in land area; yet, it ranks sixth in population with an estimated 942,000 permanent residents as of 2004 (In 1990, it ranked fourth). There are 35 miles of sandy beaches and 588 miles of coastline. While it is the most densely populated county in Florida, 31,000 acres remain devoted to parks.

The FY09 Proposed Countywide Budget is estimated to be \$2 billion. Pinellas County has more than 50 departments and approximately 6,400 employees. The Health and Human Services Department is one of the largest departments under the Board of County Commissioners with a proposed FY 09 budget of \$56 million.

The Pinellas County Health and Human Services (HHS) Department consists of approximately 125 users. The mission of the Department is “to improve the quality of life for all residents of Pinellas County by providing, coordinating and advocating for healthcare and essential human services for those most in need in our community.” The vision of the Department is to strengthen and support its data collection and evaluation systems to allow for data-driven decision making and funding. In order to aide HHS in achieving its mission and vision, it is necessary to replace the department’s current, or “legacy” system.

B.1 Business Process Overview

From a programs perspective, there are three main categories of services: Health, Self Reliance, and Homelessness.

Health

The Pinellas County Health Care Model is based on the concept of “medical homes”. The main access points for our clients will be through Community Health Centers of Pinellas (CHCP) and the Pinellas County Health Department. There will also be partnerships with selected specialty care providers and hospitals. Pinellas County will define what services will be provided; initial eligibility will be done onsite by partners. There is the likelihood of a second tier of eligibility for specialty and hospitalization (more expensive services) and this will be done by HHS staff on-site at partner locations. Pinellas County will provide reimbursement for all valid claims and payments for these claims will be based on pre-determined rates. Validation of health claims, information about clients and services provided, changes in health status and other pertinent information will need to be easily accessed. Other functionality needed for Pinellas County Health services programs includes social work support, case notes, case management reporting and referrals.

In addition to providing “medical homes”, HHS runs two Mobile Medical Unit (MMU) shifts, one during the day and the other in the evening. The day shift, which is a Federally Qualified Health Center (FQHC), provides healthcare services to the homeless. The unit is staffed by 1 physician, 1-2 nurses, 1 social worker, and 1 social worker assistant. Other staff supports the unit from the office. The MMU evening shift provides healthcare for those who have no health insurance. Both MMU programs need an Electronic Medical Records (EMR) system. Additional features that are needed are similar to other FQHC’s, including sliding scale fees, Uniform Data System (UDS) reports, sharing partial client records with other services within HHS, and in the future, sharing information with other Pinellas County departments that have shared client bases. Eventually, HHS will want to participate with Regional Health Information Organizations (RHIO’s) for data sharing to improve public healthcare. The MMU also provides social work services that need support for managing social work aspects of assisting clients having needs met.

Self Reliance

This area can be characterized by four main services: Financial Assistance, Veteran Services, Alternative Benefits, and Work Readiness Training. Financial Assistance provides basic needs support like rental assistance, groceries, and utility payments for those whose income are below the federal poverty level and are disabled or incapacitated. This program needs support for automated eligibility determination, a means to allow clients to apply for services on their own through a public portal or through system access in the department’s lobbies, tracking of provided services, and case management services.

Veteran Services assists Pinellas County veterans in filing claims with the Veterans Affairs (VA) administration for benefits. This entails filling out claim forms that the VA defines, filing the claims with the VA, often utilizing service organizations like the American Legion to post them to the VA. Additional functionality for monitoring and updating claims would be needed.

SECTION E – SCOPE OF WORK

Alternative Benefits provides services to clients who currently receive healthcare benefits from Pinellas County and assists appropriate clients in applying for disability benefits with the Social Security Administration (SSA). Similar to Veterans Services, Alternative Benefits needs functionality to support filling out claim forms that the SSA defines, monitoring and tracking benefits, and updating claims to the SSA. Alternative Benefits also needs functionality to determine eligibility for services based on health conditions of the client, mark-up diagrams for describing injuries, pain, and other medical problems that clients have. Partly this information is used to file claims with the SSA, partly this information is documented to ensure that HHS does not provide health services (or is reimbursed for health services) for injuries that may be covered elsewhere, such as through worker's compensation claims or pending claims for auto accident lawsuits.

Work readiness training is provided by the STARS division of HHS. Support is needed for tracking clients who take the training and providing follow-up support (notes, action plans) for clients for two years after completion of the course to assist clients retain or improve their work positions.

Homeless

Programs under the Homeless Program are mostly contracted services. These programs need support to track results of contract audits (e.g. checks to ensure that services are being provided), pay invoices appropriately in alignment with contractual agreement (e.g. one contract may agree to pay salaries and supplies, another may only pay for building rent and utilities). They also need spend down amounts from original contracted amount minus payments made against invoices. Even though Homeless Programs are largely provided through contractors, like the Pinellas Health Services program, Homeless Programs will still want to track key outcomes associated with contracted services in order to evaluate the effectiveness of programs against the needs of the community and the cost to provide them.

B.2 Solution Capabilities

The main features that HHS is seeking include support for the following Business Domains: Social Services Core Features, Medical Services Core Features, External Claims Tracking Core Features, Foundational Features, Front Office Support, Back Office Support, and Other Features. Figure 1 illustrates the kinds of features that are sought-after for an HHS solution and are requested in this RFP.

SECTION E – SCOPE OF WORK

Solution Capabilities

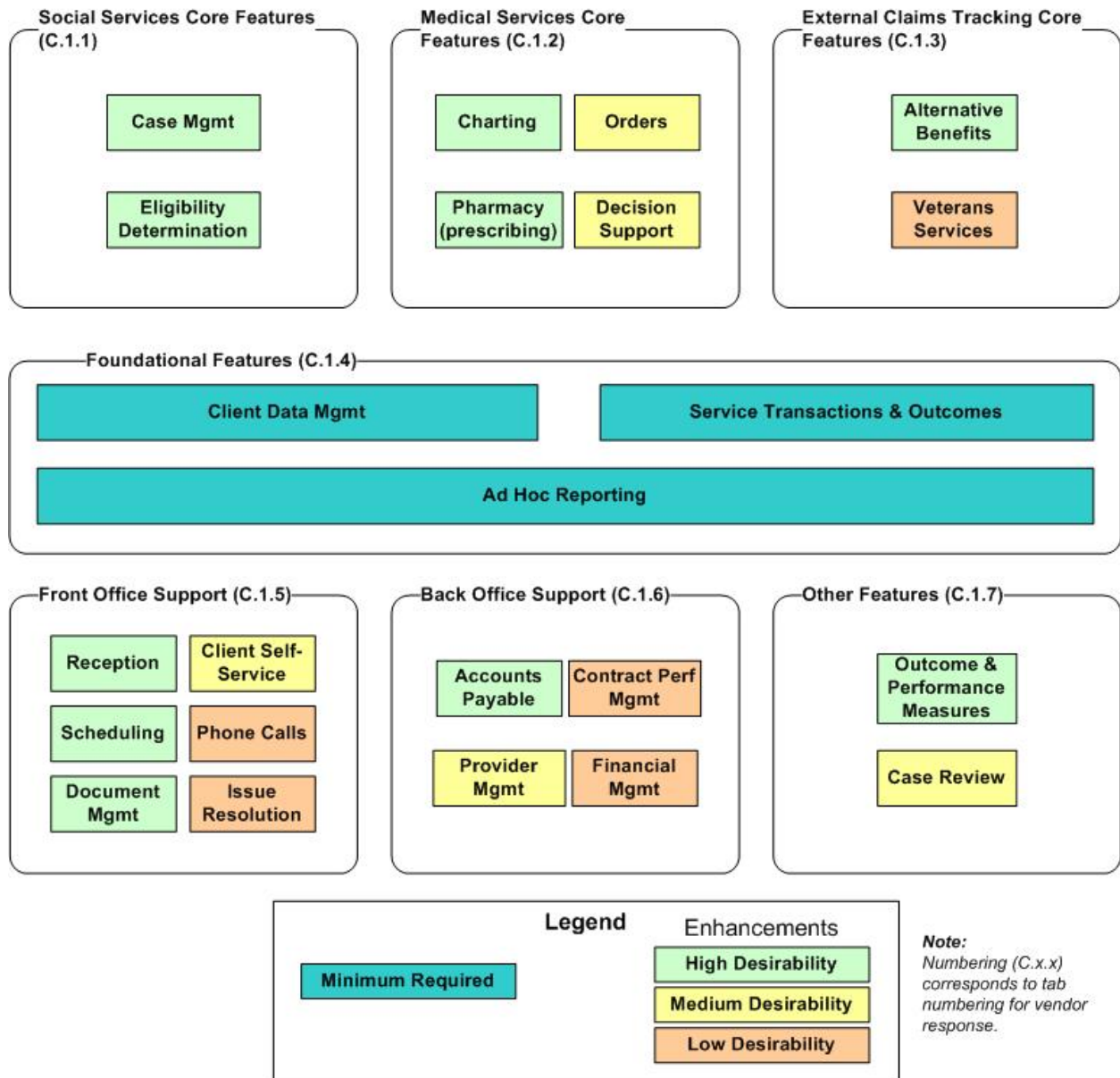


Figure 1. Solution Capabilities Desired by Business Domain

Although desirable, it is anticipated that this breadth of functionality will not be available in a single product. Separate products to support major features will be considered for a department-wide solution as long as the products are able to integrate with other systems.

Social Services Core Features (C.1.1)

Case Management

Case Management is one of the core services provided at HHS and is used in providing any of the following services: Financial Assistance for rent, groceries, and utilities, Medical Services in assisting clients to address basic needs and medical issues at the Primary Care facilities at partner sites, Mobile Medical Unit services to the homeless population, STARS program in supporting clients to obtain and retain gainful employment. Within Case Management, the central feature is case plans. Desired functionality for Case Management system is support for case plans that allow for assessment of client's strengths and weakness from several perspectives including medical, psychosocial, and basic needs. Furthermore, the system should support the case manager to use the assessment to work with the client to define goals and objectives to address their needs. From here, the Case Manager can

SECTION E – SCOPE OF WORK

identify interventions that they will assist the client with such as financial assistance from the department, bus passes, and referrals. Additionally, the system could allow for progress status input, outcomes definition, case review by peers and supervisors, and alerts for follow-up after a specified timeframe.

Eligibility Determination

Many of the services provided to clients require validation of eligibility. Different services within HHS have different eligibility rules. In general though, eligibility is based on income (often as a percentage of federal poverty level), assets, and client's potential eligibility for other services (such as cash assistance from the state or pension from the VA). Other eligibility rules include residency, citizenship or permanent resident, age, and whether the client has dependent children. The eligibility limits for many of these categories differ by program, for instance some programs have an asset limit of \$500, and others may have an asset limit of \$2,000. Most eligibility rules require proof of eligibility by criteria. For instance, clients must provide two forms of documentation that they are a resident of Pinellas County. That information is kept with the client file for future reference and/or quality review of the case. Desired functionality of this module includes the definition of eligibility rules by program, support for the collection of eligibility demographics from the client such as income, and the automatic comparison of client information against eligibility criteria to determine eligibility for services. Other optional functionality includes documentation validation (i.e. identifying what documentation was provided for each eligibility criteria such as "drivers license"), support for external services that can electronically document eligibility for different categories (e.g. Medifax provides information about Medicare enrollment or interfaces to SSA can show whether a client is receiving SSDI).

Medical Services Core Features (C.1.2)

Medical Services within HHS requires the support of a electronic health record features along with other features that are available in Electronic Medical Records (EMR) system. This type of system is essential for providing services through the Mobile Medical Unit which provides primary care services to the homeless and poor within Pinellas County. It is anticipated that Disease Case Managers within the Medical Services program will also need access to medical services features. CCHIT certification is highly desirable. Other functionality should include charting (patient vitals, diagnosis, notes, allergies, etc.), flowcharting, prescribing, and lab orders. Other desired functionality includes decision support, patient education materials, and quality review and improvement capabilities.

External Claims Tracking Core Features (C.1.3)

HHS provides support for filing federal benefits claims with Social Security (SSA) and Veterans Administration (VA). This entails completing federal forms, filing them, and tracking client progress through a process that can take months or years to complete. Desired functionality for this module is the collection of information to complete federal SSA and VA forms, auto-population of form fields available in the system like client name and address, and printing of forms that appear identical or are acceptable to the SSA or VA. Optional features include the ability to track client progress throughout the application process; if within the workflow of the product, it is anticipated this could possibly be accomplished through Case Management features.

Foundational Features (C.1.4)

Client Data Management

Services within Health and Human Services (HHS) are client-oriented. That is, having a complete, holistic view of the client's needs, status, and services provided give all staff members providing services a better idea of what has been tried in the past, recurring issues for the client, and so on. This makes a difference in improving quality of services, improving patient safety for medical services, and providing specialty services within the organization. At the center of a client-centered system are client information and client management services. Required features in client management include the collection of demographic information (identification, address, contact information) that can be used in multiple modules, clear identification of client, and searching for client records that may already exist within the system. Additional optional features are the ability to identify family members, household members, affiliation with other HHS clients (e.g. a spouse who also received services), definition of income and assets (for Eligibility Determination), and collection of Federally Qualified Health Center Universal Data System fields if associated with an Electronic Medical Record system.

SECTION E – SCOPE OF WORK***HIPAA Compliance***

Client identity and demographics are considered private health information within HHS and therefore is subject to HIPAA compliance with respect to the type of identifier assigned, ensuring appropriate access to records, and partitioning information that may have a special need-to-know access provisions (such as HIV status). (this is addressed in technical responses)

Identity Management

Client information must be managed centrally in a single repository used by other modules

Service Transactions & Outcomes

Services provided to clients must be documented since this provides the basis for which additional services may be provided, provides accountability of how department resources are used, is the basis for audit validation of invoices for services provided by HHS partners, and becomes a basis for analysis of the effectiveness of department strategies. Required functionality is the definition of services that a client can be enrolled in and an accounting of services provided to clients on a per transaction basis. For instance, if a case manager approves rental assistance for two months, this service approval must be entered with the approved time frame and dollar amount to be paid. Also, if the client received medical services, that transactions needs to be documented. The definition of services can also be used to associate eligibility rules. Additional desired features include the organization of services into strategic focus areas, association of outcomes with service transactions, and the summation of outcome results across programmatic areas.

Ad Hoc Reporting

Reporting is critical for HHS from printing vouchers clients need to get services to management reports about number of clients served. HHS has 100's of reports, but also defines new reports several times a year to respond to new requests from the Board of Commissioners, to view data from different perspective to evaluate value in modifying services or adding new ones, or to increase quality level of services. Built-in reporting is required for daily routines of providing services to clients. Ad hoc reporting is required to support changes in strategies and the changing needs and requests of HHS's constituents. Alternatively, if product does not include ad hoc reporting features, support for well-known reporting systems like Crystal Reports or Jasper Reports open source reporting is required.

Front Office Support (C.1.5)**Reception**

HHS serves clients on an appointment and walk-in basis. Managing reception areas is important to high client satisfaction and efficient provision of services. Desired functionality for this module includes logging clients who come in for services, flagging whether a waiting client has an appointment or is a walk-in, specifying the service requested so that effective assignment of personnel can be made, and scheduling support.

Scheduling

In scheduling, it is necessary to support standardization of appointment types, to define resources (staff and location) available for scheduling, and providing search capabilities for appointments, such as finding another appointment a client has, finding first available appointment for a particular case manager, or evaluating first availability across multiple sites.

Document Management

HHS currently works with a lot of paper and foresees a great reduction in storage requirements and efficiencies in providing services anywhere within the county if those documents were available electronically. A document management system must be fully integrated within the normal workflow of eligibility and case management as well as medical services. Desired functionality includes scanning of documents, association of documents with client, easy retrieval of scanned images when viewing the client record, and identification of documents with keywords. Alternatively, if product does not include document management features, support for integration with well-known document management systems is needed.

SECTION E – SCOPE OF WORK**Client Self Service**

HHS wishes to provide a public portal either within its own lobby or over the internet to allow clients to apply for services themselves, update their own demographic information, and schedule appointments. Desired functionality for this service is the public interface where client can apply for service and preliminary eligibility determination can be made (e.g. comparing stated assets and income to service limits) as well as identifying needed documentation to apply for services. Other desired functionality includes referrals to other community organizations providing requested services, the update of address and other demographic information for return clients, and self-service scheduling of appointments.

Phone Calls

Desired features are the ability to log phone calls, route messages to staff, and associate phone notes with a client record.

Issue Resolution

Since HHS provides services to the public, it is important to track issues and complaints. Desired functionality would include the capture of issues or complaints, with notes for explanation and progress, and status definition (e.g. open, in progress, resolved). Additional desired functionality is the ability to assign to staff for resolution and the elevation of issues to alert management when thresholds for criticality or length of time open are exceeded.

Back Office Support (C.1.6)**Accounts Payable**

Many of the services that HHS provides to clients is actually delivered through third parties and HHS is guaranteeing payment to that party. Hence, HHS processes thousands of invoices and hundreds of thousands of electronic fiscal transactions associated with approved client services. Furthermore, HHS is required to process billing from Medicaid for nursing home services for residents. Medicaid billings are also thousands of electronic records. Desired functionality includes the ability to import financial EDI transactions from partners and Medicaid, automated or semi-automated audit of transactions by matching services provided with client, approved services, and dates of eligibility. Additional desired functionality includes the ability to approve transactions for payment, the ability to define the payment method. Alternatively, if product does not include accounts payable features, support for integration with Oracle Financials is needed, especially with respect to exporting client identifier, approved services, and service dates so automated audit can be performed.

Provider Management

HHS works with providers in several different capacities. First are vendors for the purposes of accounting – vendors who need to be paid through accounts payable and organizations that provide grants or other receivables to HHS. Second, providers are important in linking to direct services provided to clients, whether performed internally or externally. HHS has contracted (staff augmentation) physicians and contracts externally with networks of physicians. Third, HHS refers client to community organizations providing health and human services. Consistent management of providers is required. Being able to find a provider to refer a client for services or accounts payable processing is optional.

Contract Performance Management

HHS provides many of its services to Pinellas County residents through partners contracted for service. Services that are defined by contractual agreement as well as performance levels are important to track for the dual purposes of approving payment of invoices as well as obtaining a comprehensive view of department programs, number of clients served, effectiveness of programs, and so on. Desired functionality for contract performance management would be to associate program or services to vendors and to define and track outcomes with respect to those services. Additional optional functionality would allow minimal service standards to be defined and link to account payment approvals.

Financial Management

Additional financial functionality beyond accounts payable includes grants processing, accounts receivable processing for billing to organizations or clients, tracking funds balances, and petty cash reconciliation. Other optional functionality is to set budget limits and receive alerts when expenditures exceed budgeted allotment.

SECTION E – SCOPE OF WORK**Other Features (C.1.7)****Case Review**

Case review may be performed for a variety of reasons. Those include: quality assurance of direct or contracted services provided, investigation of client's eligibility for services to determine if services were inappropriately accessed (fraud prevention), medical review of services provided, oversight of case based on a critical condition of the client or other criteria such as high expenditures for services, or audit of services by external organizations. Desired functionality includes the ability to select cases by random sampling or by selected criteria such as risk factors for fraud or by medical condition, creation of a case review record with notes, status (e.g. open, closed, in progress), assignment to a reviewer, and links to the client's record. Other desired functionality includes the ability to report on results from case reviews separately from an individual case – for example, report on the results from fraud investigation reviews performed during the first quarter of the current year.

Outcome & Performance Measures

It is the desire of HHS to shift its strategic approach to providing services to best practice of evidence-based programs. In evidence-based programs, defining, measuring, and reporting on outcomes and relative performance to target outcomes is very important. Desired functionality includes having support for defining and capturing outcomes for services provided. Optional functionality includes capturing outcomes for direct services provided such as that through case management. Other optional support includes the ability to input outcomes reported to the department from partners who provide services to HHS client through contractual agreement.

C. REQUIRED PROPOSAL SUBMITTALS**C.0 Minimum Functionality & Capabilities**

Vendor must provide description of product capabilities as a solution to Pinellas County Health and Human Services needs. The following items are required in a response:

- C.0.1 Minimum Functionality: respond to the Appendix spreadsheet tab "C.0.1 Min Function" to define minimum functionality response.
- C.0.2 Product Offerings: respond to the Appendix spreadsheet tab "C.0.2 Product Offerings." Specify which product or optional module that provides the majority of functionality for the component specified.

C.1 Solution Capabilities

Vendor must provide description of product capabilities as a solution to Pinellas County Health and Human Services needs. The following items are required in a response, responding to questions in associated spreadsheet tab and providing any additional documentation about your product related to each business domain that you would like to share with Pinellas County to provide insight into the functionality available.

- C.1.1 Social Services Core Functionality: respond to the Appendix spreadsheet tab "C.1.1 Social Svcs."
- C.1.2 Medical Services Core Functionality: respond to the Appendix spreadsheet tab "C.1.2 Medical Svcs."
- C.1.3 External Claims Tracking Core Functionality: respond to the Appendix spreadsheet tab "C.1.3 Claims."
- C.1.4 Foundational Features: respond to the Appendix spreadsheet tab "C.1.4 Foundational."
- C.1.5 Front Office Support: respond to the Appendix spreadsheet tab "C.1.5 Front Office."
- C.1.6 Back Office Support: respond to the Appendix spreadsheet tab "C.1.6 Back Office."
- C.1.7 Other Features: respond to the Appendix spreadsheet tab "C.1.7 Other."

C.2 Technology and System Integration

Vendor must provide description of product technical features. The following items are required in a response:

- C.2.1 Technical Features: respond to the Appendix spreadsheet tab "C.2.1 Technical Features" to provide technology roadmap, software architecture, security features, and integration architecture options for product
- C.2.2 Technical Questions: respond to the Appendix spreadsheet tab "C.2.2 Technical Questions" which consists of several questions concerning technical features, yes/no response.

Pinellas County Technical Environment

The system software shall be useable by employees with widely varying computer skills. The system must be capable of meeting the following fundamental requirements of support and integration/compatibility in alignment with current County standards.

SECTION E – SCOPE OF WORK**Desktop Hardware**

Our current leased standard for desktop PCs is as follows:

- Dell GX280, Pentium4 3.2 GHz processor
- 512 MB DDR
- 40.0 GB 7200 RPM SATA-100 hard disk
- 48X CD-ROM
- 128 MB nVidia GeForce4 MX DVI
- 19" 1600x1200 Max Resolution monitor
- All desktop PCs utilize Microsoft Windows 2000 or XP Professional as their operating system.

Server Hardware

- HP/Compaq ProLiant Server technology
- AIX / LINUX server
- Windows 2000/2003 server

Wide Area Network

- Minimum of 100 Base-T Ethernet to each desktop computer
- Network software: Novell NetWare 5.5 or higher (IP, no IPX), Microsoft Windows 2000/2003 Server, Intranet and Internet access, Microsoft Exchange/Outlook as the standard Email Server/Client solution, Oracle Financial system, and additional mainframe terminal applications.

Standard Horizontal & Vertical Applications

- Microsoft Office Suite v. 2000 SP3 or XP (Word, Excel, Access, PowerPoint)
- Microsoft Project 2000 or later as the preferred scheduling software application
- Autodesk LDT 2004, Civil 2004, Survey 2004, Raster Design 2004
- Adobe Professional v7.0

C.3 Implementation Approach

Vendor must provide description of services and a project plan for implementation. The following items are required in a response:

- C.3.1 Scope: respond to the Appendix spreadsheet tab "C.3.1 Scope" to provide information about the scope of response and vendor's core competency area.
- C.3.2 Vendor Services: respond to the Appendix spreadsheet tab "C.3.2 Vendor Services" to provide training and technical support service descriptions.
- C.3.3 Project Plan: respond to the Appendix spreadsheet tab "C.3.3 Project Plan" to provide project plan, schedule, and identify resources for product deployment.

C.4 Vendor Capabilities and Experience

Vendor must provide description of vendor's organization and installation sites. The following items are required in a response:

- C.4.1 Vendor Profile: respond to the Appendix spreadsheet tab "C.4.1 Vendor Profile" to provide vendor contact information, company structure, sales, and client base information

D. COST

Vendor must provide complete cost proposal including product(s), support services, installation and deployment services. Vendor must provide a breakdown for additional cost components that are being proposed to satisfy the required or optional features. Respond to the Appendix spreadsheet tab "D. Costs."

Note: Data Migration and Conversion costs will be discussed during contract negotiations.

SECTION E – SCOPE OF WORK

E. EVALUATION CRITERIA

The Evaluation process will consist of three distinct phases/levels. Each phase/level will be scored by the Evaluation Committee and, based on the top scores, a short list of the Vendors who will proceed to the next phase/level will be determined. The phases/levels follow:

Level 1: Evaluation of the RFP Proposals; The top scoring products/proposals, as determined by the Evaluation Committee, from Level 1 Evaluation will proceed to Level 2.

Level 2: Evaluation of the demonstration of Vendor's Product based on functional scripts.

Level 3: Evaluation of the results of site visits.

Scoring will be based on core functionality, but responses related to enhancements may also be considered as well. Pinellas County will use three levels of evaluation. **The successful proposer(s) will advance to the next level based on the scoring.** Scoring will be divided up in the following manner:

Level 1 (Proposal – 500 points):

Vendors being evaluated for Level 1 Evaluation will be expected to have responded to RFP sections, especially addressing how their product meets the core features for the HHS software system.

Note from Purchasing to Committee for consideration: Solution Capabilities (C.1)

- Social Services Core Functionality **(63 points)**
- Medical Services Core Functionality **(63 points)**
- External Claims Tracking Core Functionality **(25 points)**
- Foundational Features **(38 points)**
- Front Office Support **(25 points)**
- Back Office Support **(25 points)**
- Other Features **(11 points)**
- **Technology and System Integration (C.2) (75 points)**
 - Technical Features
 - Technical Questions
- **Implementation Approach (C.3) (50 points)**
 - Scope of Proposal
 - Vendor Services
 - Project Plan
- **Vendor Capabilities and Experience (C.4) (25 points)**
 - Vendor Profile
- **Cost of Ownership (D) (100 points)**

Level 1 will be used to short list vendors and scoring will be separate for Level 2 and Level 3. Pinellas County reserves the right to consider and award even if the proposer does not have all the components of either Social Services systems and/or Health/Medical systems.

Level 2: (Product Demonstration – 500 points)

Vendors being evaluated for Level 2 Scoring will be invited to give a demonstration of their product at Health and Human Services in Clearwater, FL. All vendors will receive in advance the same demo scenarios to follow.

Level 3: (Site Visits)

Vendors being evaluated for Level 3 Evaluation will be requested to provide reference sites that are agreeable and can be contacted for on-site or virtual visits. The HHS RFP Evaluation Team will travel to these sites where products have been installed and review success of installation.

Product selection will be based on the results from scores obtained in Level 1, 2 and 3 Evaluations. Pinellas County reserves the right to select reference site for evaluation from sites provided by vendor. Pinellas County reserves the right to eliminate Level 3 Evaluation site visits if it serves the best interest of Pinellas County.

SECTION E – SCOPE OF WORK

F. GLOSSARY OF TERMS**Table 1. Glossary**

AC Group	Healthcare Technology Group
APPX	Rapid Application Development System
CCHIT	Certification Commission for Healthcare Information Technology
CDC	Center for Disease Control
CHCP	Community Health Centers of Pinellas County
DOQ-IT	Doctors Office Quality Information Technology
EMR	Electronic Medical Records
FQHC	Federally Qualified Health Centers
HHS	Pinellas County Health & Human Services
MIS	Management Information System
MMU	Mobile Medical Unit
MS	Microsoft
NPI	National Provider Identifier
RFP	Request For Proposal
RHIO's	Regional Health Information Organization
SF	Standard Form
SSA	Social Security Administration
STARS	Success Training And Retention Services
UDS	Uniform Data System
VA	Veterans Affairs

SECTION F – INSTRUCTIONS FOR SUBMITTING PROPOSALS
--

Proposal Title: Software Implementation for Health and Human Services Department- RE-BID
Proposal Number: 078-0417-P (AM)

All proposals shall be signed in ink by authorized principals of the firm.

Proposals are to be submitted in a sealed envelope. The face of the envelope shall indicate the RFP number, name, and address of the firm, and title of the proposal.

Proposals are to be submitted to Pinellas County Purchasing Department, 400 S. Ft. Harrison Avenue, 6th Floor, Clearwater, FL 33756 by the date and time indicated on the cover sheet.

Proposals shall be submitted in **one (1) original and SIX (6) HARD COPIES IN 3 RING BINDERS AND ONE ORIGINAL AND SIX (6) ELECTRONIC ON CD OR DVD- INCLUDING THE USER DOCUMENTATION. The 'Originals' MUST clearly be marked.**

Form W-9
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

**Give form to the
requester. Do not
send to the IRS.**

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ -----
☐ Other (see instructions) ▶

☐ Exempt
payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign
Here**

Signature of
U.S. person ▶

Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

Cat. No. 10231X

Form **W-9** (Rev. 10-2007)

SECTION G - ADDENDA ACKNOWLEDGMENT FORM

Proposal Title: Software Implementation for Health and Human Services Department- RE-BID
Proposal Number: 078-0417-P (AM)

PLEASE ACKNOWLEDGE RECEIPT OF ADDENDA FOR THIS ITB/RFP BY SIGNING AND DATING BELOW:

ADDENDA NO.**SIGNATURE/PRINTED NAME****DATE RECEIVED**

Note: Prior to submitting the response to this solicitation, it is the responsibility of the firm submitting a response to confirm if any addenda have been issued. If such document(s) has been issued, acknowledge receipt by signature and date in section above and return Addenda Acknowledgement Form with RFP. Failure to do so may result in being considered non-responsive or result in lowering the rating of a firm's proposal.

Information regarding Addenda issued is available on the Purchasing Department section of the County's website at, www.pinellascounty.org/purchase/Current_Bids1.htm , listed under category 'Current Bids'.

SECTION H – NO BID STATEMENT

NOTE: If you do not intend to submit a proposal on this requirement, please return this form immediately. ***Thank you.***

[Pinellas County Purchasing Department
400 South Fort Harrison Avenue, 6th Floor
Clearwater, Florida 33756]

We, the undersigned have declined to submit a proposal for RFP No. **078-0417-P (AM) for Software Implementation for Health and Human Services Department- RE-BID**

- _____ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).
 _____ Insufficient time to respond to the Request for Proposal.
 _____ We do not offer this product or service.
 _____ Our schedule would not permit us to perform.
 _____ Unable to meet specifications.
 _____ Unable to meet Bond requirement.
 _____ Specifications unclear (explain below).
 _____ Unable to Meet Insurance Requirements.
 _____ Remove Us from Your "Notification List" Altogether
 _____ Other (specify below).

REMARKS:

We understand that if the "No Proposal" letter is not executed and returned our name may be deleted from the Bidders List of Pinellas County.

COMPANY NAME: _____

DATE: _____

SIGNATURE: _____

TYPED NAME OF ABOVE: _____

TELEPHONE: _____

FAX: _____

EMAIL: _____

Minimum Functionality

Vendor: <VENDOR NAME HERE>

Response Options

YES Yes, feature is in current product today without customization

NO No, feature is not in product today

Please respond to each item in the response column.

	Category	Functional Questions	Resp	Vendor Comments
1	Client Data Management	Does product collect client demographic information?		
2		Does product support client search by multiple means such as last name only, social security number, phone, etc.?		
3		Does product support multiple views of services and information about a client from a single screen?		
4		Is a unique identifier issued to a client that is not the SSN or other protected health information (PHI)?		
5	Service Transactions and Outcomes	Does product support tracking services provided to clients?		
6		Does product support associating services provided with a client record by type of service?		
7	Ad Hoc Reporting	Does product either include a robust ad hoc reporting system or integrates with a well-known reporting system like Crystal Reports or Jasper Reports?		
8	HIPAA	Does product comply with HIPAA regulations with respect to protecting client confidentiality?		
9		Does product comply with HIPAA regulations with respect to security features?		
10		Does product comply with HIPAA regulations with respect to data exchange with external organizations?		
11	External Interfaces	Can product exchange information with external systems?		
12		Can product exchange demographic information about clients with external systems?		
13		Can product exchange services approved or provided with external systems?		
14	Technical Environment	Does product support Pinellas County desktop hardware environment?		
15		Does product support Pinellas County server environment?		
16		Does product support Pinellas County Wide Area Network environment?		

Product Offerings

Define Product Features in Core vs. Additional Cost Components of Product. Do not specify features are available if they are not part of standard functionality delivered "out of the box."

Business Domain	Available in Core Product without Customization?	Available in Additional Cost Module (Specify)	Description
Social Services Core Features			
Case Management			
Eligibility Determination			
Medical Services Core Features			
Charting			
Pharmacy (prescribing)			
Decision Support			
Orders			
External Claims Tracking			
Foundational Features			
Client Data Management			
Service Transactions & Outcomes			
Ad Hoc Reporting			
Front Office Support			
Reception			
Scheduling			
Document Management			
Client Self Service			
Phone Calls			
Issue Resolution			
Back Office Support			
Accounts Payable			
Provider Management			
Contract Performance Management			
Financial Management			
Other Features			
Outcomes & Performance Measures			
Case Review			

Social Services Core Features

Please respond to each item in the response column.

Vendor: <VENDOR NAME HERE>

Response Options

YES Yes, feature is in current product today without customization

NO No, feature is not in product today

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

#	Business Domain	Question	Resp	Vendor Comment
1	Case Management	Does product support case plans?		
2		Do client case assessment provide multiple perspectives such as medical, psychosocial, basic needs?		
3		Can service plans be created for clients with client goals and associated action items expected of the client with due dates?		
4		Can progress status on case plans be defined?		
5		Can client goals have associated target outcomes (e.g. find housing, manage diabetes, become employed, etc)?		
6		Can review time periods (e.g. every 12 months, 24 months, etc.) be automatically or manually set for the case?		
7		Does the system have the ability to generate & print internal and external referrals?		
8	Eligibility Determination	Can user-configurable eligibility rules be associated with services?		
9		Can eligibility rules monitor eligibility for federal programs like Medicaid as a factor for not being eligible for HHS services?		
10		Are eligibility-related demographics collected for clients including income and assets?		
11		Can eligibility-related client responses trigger additional related rules?		
12		Does product automatically formulate an eligibility status based on eligibility rules and a client's record?		
13		Does product support tracking eligibility-related supporting documentation for a client?		
14		Can documentation requirements for different eligibility requirements be specified (e.g. copy of paycheck, W-2 or bank statement to document income)?		

"(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of"

Medical Services Core Features

Please respond to each item in the response column.

Vendor: <VENDOR NAME HERE>

Response Options

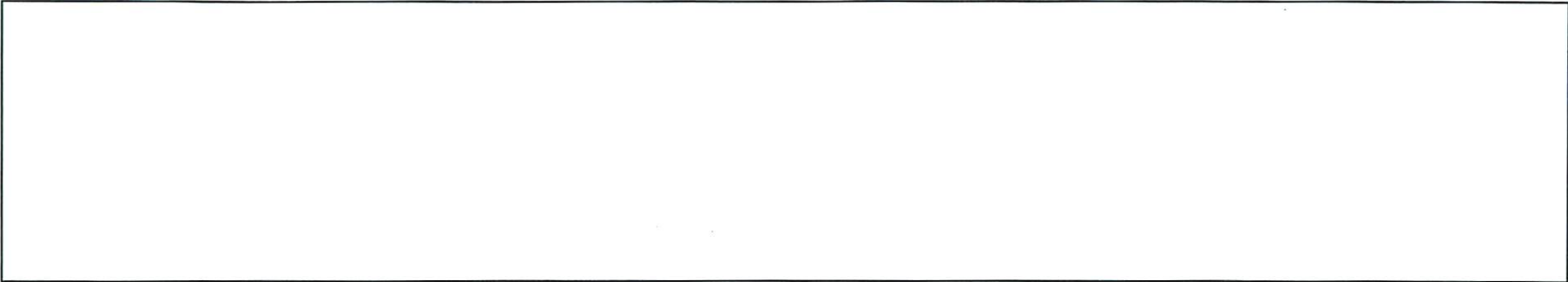
YES Yes, feature is in current product today without customization

NO No, feature is not in product today

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

#	Business Domain	Question	Resp	Vendor Comment
1	Medical Records	Is system Certification Commission for Healthcare Information Technology (CCHIT) Certified & for what year?		
2	Charting	Does product support medical charting?		
3		Does product include features that support minimal user entry for medical charting?		
4		Does product include automated coding support such as ICD9, diagnostic coding, CPT coding and Evaluation and Management advice?		
5		Does product support flow charting (labs, vital signs, growth parameters)?		
6		Does product include medical summary view with prescription & dose, lab results, pending labs, problem lists, and allergies?		
7	Pharmacy (prescribing)	Does system maintain current and previous medication lists?		
8		Does product include electronic prescription capabilities?		
9	Decision Support	Can system provide alerts and prompts to assure client safety and compliance with national guidelines?		
10		Can product perform automated quality checks such as alerting for missing signatures, notes, vitals, and so on?		
11		Does product support disease case management?		
12	Orders	Does product include electronic lab/radiology ordering capabilities?		
13		Can system receive or load lab results electronically?		

"(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of"



External Claims Tracking Core Features

Please respond to each item in the response column.

Vendor: <VENDOR NAME HERE>

Response Options

YES Yes, feature is in current product today without customization

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

#	Business Domain	Question	Resp	Vendor Comment
1	External Claims Tracking	Can product assist staff with filling out claim forms for benefits in the manner required by the federal government?		
2		If federal benefits claim form support exists, can product automatically populate forms with client demographics already in the system?		
3		Can the product track claim status - submission, under review, granted, appeals, etc?		
4		Does product allow case notes about claim status?		

“(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of”

Foundational Features

Please respond to each item in the response column.

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

Vendor: <VENDOR NAME HERE>

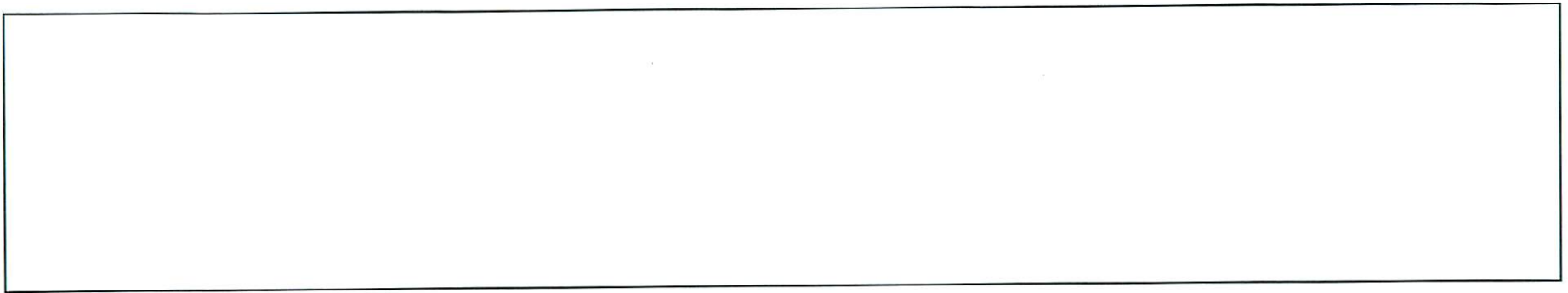
Response Options

YES Yes, feature is in current product today without customization
NO No, feature is not in product today

#	Business Domain	Question	Resp	Vendor Comment
1	Client Data Management	Does product support a client-focused interface where diverse information about a client can be accessed starting in a single place?		
2		Can clients be queried by different criteria, i.e., name, SSN, internal ID, DOB, etc.?		
3		Can all transactions associated with client be seen in a single place?		
4		Can a client summary page show special status flags such as under investigation, being served by a special division of HHS, etc?		
5		Can clients be designated as active or inactive?		
6		Does system allow for collection of user-defined client demographic fields that are not included in standard system configuration, e.g. family size, monthly income, homeless status, homeless effective date?		
7		Can multiple users view the same client record at the same time?		
8		Can product associate family members with a client?		
9		Does system collect all Federally Qualified Health Center (FQHC) Universal Data System (UDS) fields?		
10	Identity Management	Can information about clients collected from other sources (phone call, scheduled appointment, etc.) populate forms for other uses such as client application?		
11		Is a unique identifier issued to a client that is not the SSN or other protected health information (PHI)?		
12		Does system check and create alert for duplicate SSN?		
13		Can the fields that identify a client be defined by the organization (e.g. some combination of system identifier, SSN, name, phone, DOB, place of birth, and so on)?		
14		Does product support integration with master person index system? If so, please specify product(s).		

15	Service Transactions & Outcomes	Can services provided by HHS be defined in the product?		
16		Can services be grouped into strategic & program areas?		
17		Can service definitions have valid date ranges for when service is supported by the HHS?		
18		Does product support enrollment of client into defined programs either based on eligibility or manual authorization?		
19		Can enrollment in services be approved for a client in varying time frames (e.g. selectable options per service type, 1 month, 3 months, 6 months, etc)?		
20		Can services provided to a client be associated with the client as a transaction or service event?		
21		Can the duration, start time, end time of the transaction be logged?		
22		Can outcomes be associated with transaction such as follow-up required, prescription given, bus pass given, etc.?		
23		Can services provided be linked to invoiced items from outside providers?		
24	Ad Hoc Reporting	Can system-provided reports be customized?		
25		Is ad hoc reporting available?		
26		Does system provide UDS reporting?		
27		Can system be queried for clients based on particular medical condition?		
28		Can letters be generated from reporting system?		
29		Can letters be generated for a set of clients based on particular criteria: upcoming appointment, missed appointment, medical follow-up, and so on?		
30		Does product support integration with 3rd party reporting system? If so, please specify which product(s).		

“(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of”



Front Office Support

Please respond to each item in the response column.

Vendor: <VENDOR NAME HERE>

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

Response Options

YES Yes, feature is in current product today without customization

NO No, feature is not in product today

#	Business Domain	Question	Resp	Vendor Comment
1	Reception	Does product support a reception log?		
2		Does reception log allow check in time?		
3		Does reception log distinguish status such as waiting, seen, left, etc.?		
4		Does reception log keep track of wait time?		
5		Can reception log distinguish between walk-ins and appointments?		
6		Can walk-ins be classified in the reception log according to urgency or follow-up to previous walk-in or some other category system?		
7		Can information about a client be automatically transferred from the reception log to other functions like creating an appointment?		
8	Scheduling	Does product support client scheduling?		
9		Can schedules be searched by client identifier for existing appointments?		
10		Is search for first available appointment across multiple sites supported in the scheduling system?		
11	Document Management	Does product support document management?		
12		Does product support import of documents directly from scanners?		
13		Can documents be scanned and linked to client records?		
14		Can documents be classified by document type?		
15		Is document retrieval integrated into the client summary view for quick and easy access of scanned documents?		
16		Does product support integration with 3rd party document management system? If so, please specify which product(s).		
17	Client Self Service	Can clients use self service interface to update their own demographic information?		

18		Can clients use self service interface to apply for or request services remotely?		
19		Can clients use self service interface to answer satisfaction survey online?		
20	Phone Calls	Does product support phone call logging and management?		
21	Issue Resolution	Can appeals be both manually requested or automatically escalated for higher level review?		

“(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of”

Back Office Support

Please respond to each item in the response column.

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

Vendor: <VENDOR NAME HERE>

Response Options

YES Yes, feature is in current product today without customization
NO No, feature is not in product today

#	Business Domain	Question	Resp	Vendor Comment
1	Accounts Payable	Does product support accounts payable processing?		
2		Can invoiced transactions be linked to clients who received services?		
3		Does product automatically check client eligibility for services rendered by service enrollment and eligibility dates?		
4		Can system check formulary that approved medications were provided and being invoiced for?		
5		Can transactions be batch processed (as opposed to individually processing each transaction)?		
6		Is a history of transactions and status saved?		
7		Are other checks performed such as checking for duplication payments?		
8		Can transmittals for payment be created and printed to send to the county's paying organization (the Clerk of Courts)?		
9	Provider Mgmt	Can product manage providers?		
10		Can a provider be associated to HHS organizational programs?		
11		Can a provider be linked to service transactions provided to a client?		
12		Can a provider be linked to invoices or invoice line items?		
13	Contract Perf Mgmt	Can contracts be managed by contract amount and payments against it?		
14		Can contracts be linked to providers and to services provided?		
15		Can contractual performance (non-financial) be tracked? (please explain)		
16	Financial Mgmt	Can system prepare CMS 1500 claims?		
17		Does system support sliding scale fees?		
18		Can fund balances like grant accounts be reconciled and tracked?		
19		Can target or budget amounts be defined for fund accounts?		

"(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of"

Other Features

Please respond to each item in the response column.

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

Vendor: <VENDOR NAME HERE>

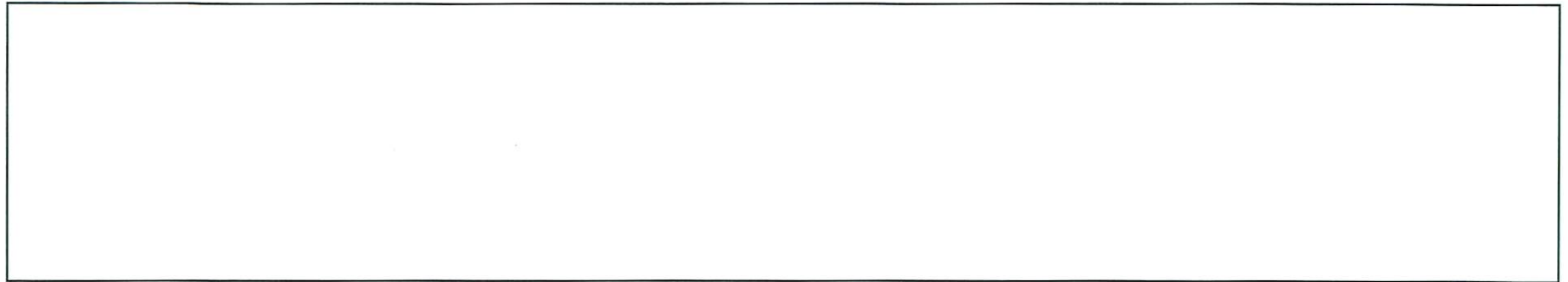
Response Options

YES Yes, feature is in current product today without customization

NO No, feature is not in product today

#	Business Domain	Question	Resp	Vendor Comment
1	Case Review	Does product support case review?		
2		Can client cases be selected for review by health indicators?		
3		Can alerts or reviews be triggered based on indicators that may point to abuse of services?		
4		Can cases be reviewed based on cost thresholds associated with services provided?		
5		Can additional indicators be site-configured for uses such as fraud prevention?		
6		Can cases be selected randomly for review?		
7		Can cases be selected for review based on number of months of service?		
8		Can progress or results be associated with a review?		
9		Can notes be associated with a review?		
10		Can recommendations of review be captured and queried?		
11	Outcome & Perf Measures	Can services be grouped into strategic & program areas?		
12		Can outcomes associated with services provided (e.g. case management outcomes or disease management outcomes) be summarized at a higher strategic level?		
13		Can outcomes be summarized across other factors such as client demographics?		

“(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of”



Technical Features

Please respond to each item below in a separate document. Respond to Integration Architecture on hardcopy or scanned electronic version.

Pinellas County is interested in understanding the technical specifications of the system, what databases are supported the technology roadmap, conceptual architecture, integration support, and other technical features of the system. Whitepaper or other technical documentation of technical features is adequate to respond to this section, but they must address at least the following five areas: technology roadmap, security, software conceptual architecture, technical specifications, and integration architecture.

Technology Roadmap

Provide your 1, 3, and 5 year technology vision/roadmap/blueprint on health and human services systems and the technology changes that are anticipated.

Security

Please describe security features of the product including user authorization, interfaces to LDAP, etc. Additionally, please describe HIPAA-compliant features.

Software Conceptual Architecture

Please describe the software conceptual architecture of your system. Identify modules including application services, data services, client application, and so on. A graphic with a description is preferred. Providing a technical whitepaper or other technical description of conceptual architecture is adequate.

Technical Specifications

Please provide technical specifications of what operating systems, databases, etc. that your product line supports. If high availability support, please provide specifications for that as well.

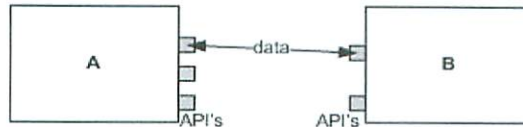
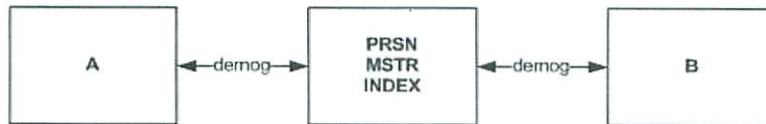
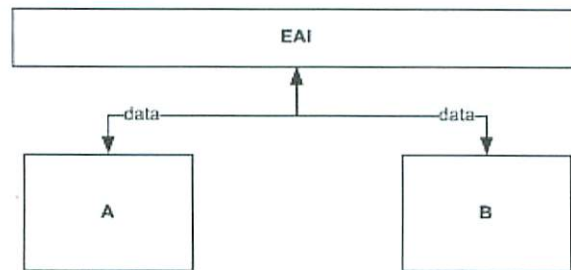
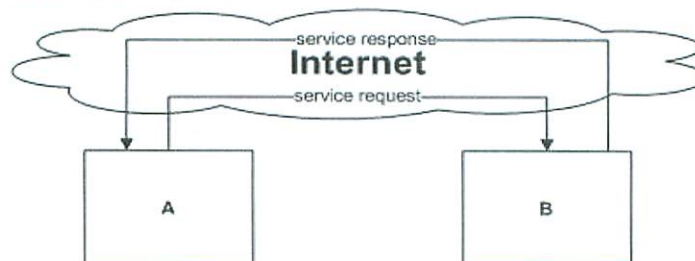
(continued on following page...)

Integration Architecture

Please select the integration architectural configuration(s) that your system supports without customization (i.e. your system has API, messaging, or other built-in interfaces to support this type of integration "out-of-the-box.") Please provide technical description or white paper if available.



Check Integration Architecture(s) & Protocol(s)
Supported by Product

System-to-System Integration**System-to-Person Master Index-to-System Integration****System-to-EAI-to-System Integration****System-to-Batch-to-System Integration****Web Service Oriented Architecture****Other**

Please specify

Protocols Supported

- ☐ HIPAA X11
- ☐ HL7
- ☐ XML
- ☐ EDI
- ☐ Proprietary
- ☐ User-Defined
- ☐ Text Delimited
- ☐ Other: _____

Technical Questions

Please respond to each item in the response column.

Vendor: <VENDOR NAME HERE>

You may also provide additional documentation about your product that you would like to share with Pinellas County to provide insight into the functionality available.

Response Options

YES Yes, feature is in current product today without customization

NO No, feature is not in product today

	Technical Category	Functional Questions	Resp	Vendor Comments
1	Architecture: Interfaces/Integration	Can client enrollment or demographic information be automatically sent electronically to providers or third party administrators who provide services on behalf of the department?		
2		Can alternative identifiers be used to link clients to information in external systems like Oracle?		
3		Can the system import/export Excel files?		
4		Does product interface with scanner & bar code devices?		
5	"EAI" Integration	Is the product able to interact with external Business Process Management (BPM) servers? If so, specify all certified/compatible BPM servers.		
6		Is the product able to interact with an external Enterprise Service Bus (ESB)? If so, specify all certified/compatible ESBs.		
7		Is the product able to interact with external message queuing software? If so, specify all certified/compatible messaging providers.		
8		Is the product able to interact with any other enterprise-level integration solutions? If so, specify which.		
9	Programmatic Integration	Does the product provide an API to programmatically interface with the system? If so, specify programming language(s) and other skill sets necessary to interact with this API.		
10		Is API documentation provided with the product? If so, specify the provided documentation formats.		
11		Does the product provide web services to interface with the system?		
12		Are the provided web services compliant with standard WS-I, WSDL, and XML specifications?		
13		Are the provided web services compliant with WS-* specifications for security and reliability?		
14		Are the provided web services deployed behind a signed certificate for a secure http connection?		
15		Does the product contain any additional programmatic-level integration options? If so, specify which.		

16	Security Integration	Can the user authentication and authorization component of the product interface with external LDAP services? If so, what LDAP providers are supported?		
17		Are outward facing interfaces HIPAA-compliant, where applicable?		
18	Other Integration	Does the product allow batch file import and export into and out of the system? If so, what file formats are allowed?		
19		Can record-level information in this product be linked to an externally maintained database index record through the use of alternative identifiers? If so, what external databases are supported?		
20		Does the product allow any additional external integration options? If so, specify which.		
21	Technical Change Management	Does vendor provide at least one maintenance upgrades to product per year?		
22	Product Customization	Can a customer extend your solution at the Business Logic Layer?		
23	High Availability	Does the solution support virtualization?		
24		Does the solution support high availability or clustering?		
25	System Administration	Can system be managed by a remote system administrator?		
26		Does system provide system usage, process, and error reporting?		

“(Optional) In 200 words or less please describe any additional product features within this business domain that you would like Pinellas County to be aware of”

Scope of Response

Vendor: <VENDOR NAME HERE>

Response Options

YES Yes, feature is in current product today without customization

NO No, feature is not in product today

Please respond to each item in the response column.

	Technical Category	Functional Questions	Resp	Vendor Comments
1	Scope	Are you responding as a single vendor with a comprehensive solution?		
2		Are you responding as a lead vendor with multiple "best of breed" products quoted in your response?		
3		Are you responding as a single "best of breed" product?		
4		Is company's core competency in Electronic Medical Records?		
5		Is company's core competency in Social Services or Case Management Systems?		
6		Is company's core competency in System Integration?		

Vendor Services

Please respond to each item below in a separate document.

Training

Please provide documentation on training services that are available for using or administering your product. If there is also "train the trainer" services please provide information on those services as well. Furthermore, please specify all training that is included in the proposal. Pinellas County prefers that adequate user training for all department staff be included in the proposal and one class for system administration if the County hosts the system.

Support

Please describe technical support services, staffing, systems, and support options available to clients. Furthermore, please attach the standard Support Service Agreement. Pinellas County is interested in support service features like hours of operation, weekend support procedures, escalation and issue resolution procedures, ticket tracking & reporting etc.

Project Plan

Please respond to each item below in a separate document.

Pinellas County expects to have the vendor provide a professional Project Plan and Schedule that will provide a roadmap of how the vendor plans to accomplish the installation and implementation effort. The vendor must provide a project schedule with their implementation tasks, Pinellas County's responsibilities, vendor manpower requirements and assigned resources for each implementation task including deliverables.

The project plan must also address the following issues.

- Risk List & Management Plan: Provide procedure for a Risk Management Plan and mitigation process for handling risks.
- Change Management Process: Provide a sample Change Management Process plan, preferably on a project with similar size and scope.
- Communication Management Process: provide a Communication Management procedure to define communication methods, frequency of communication, and responsibilities for communication throughout the project.
- Staffing: Identify staff that will be assigned to project implementation. Attach the resumes of proposed staff to the proposal. The vendor candidate's name, education and training information is to be provided.
 - Vendor must commit to using the personnel identified in the proposal and agree to HHS having the right to approve proposed personnel changes during the term of the contract.
 - Vendor must agree that the proposed project personnel may not be reassigned, replaced, or added during the project without the prior written consent of the HHS Project Manager. Should a key staff position be vacated, the Vendor must give HHS resumes of, and an opportunity to interview and approve, potential replacements for that employee.
 - The HHS Project Manager reserves the right to require a change in the Vendor's project personnel at the HHS Project Manager's discretion and that HHS must be given an opportunity to interview and approve potential replacements for that employee. However, HHS will not unreasonably exercise this option and will take reasonable steps to work with the Vendor toward a solution.
 - Indicate what resources the vendor will need from Pinellas County to ensure success.
- Data Migration: Vendor is to provide *preliminary estimates* for approach, time, and resources to perform data conversion from legacy systems. Pinellas County has performed significant data analysis in anticipation of data migration and will provide more detailed information at a later stage to facilitate more accurate quote from the vendor.

Table 1. Preliminary Data Conversion Table Counts

Table Types	APPX	Vets	STARS	Total
Code Tables	84	6	0	90
Data Tables to Migrate	197	7	17	221
Data Tables to Archive	126	3		129
Data Tables to Eliminate	206	3	15	224
Total Table Count	613	19	32	664

Vendor Profile

Company Name			
Address			
Telephone			
URL			
# Years in Business			
# Total Employees			
# Employees in human services information systems			
# Employees in medical services information systems			
# Employees in product development			
# Employees in implementation/training			
# Employees in product support			
Provide Outsourcing: yes/no			
Year	2008	2007	2006
# new Installations over last 3 years			
# new users over last 3 years			
# Total installations by practice size			
Company Contacts	Name	Phone	Email
Business Contact			
Technical Contact			
Financial Information			
Public: yes/no			
Private: yes/no			
Total Annual Revenue			
Revenue from products or Services			
Revenue per employee			

C.4.1

APPENDIX A

Revenue from other products or services	
Cash	
Net income:	
Net Margin %:	
Total Assets:	
Total Liabilities:	
% of Revenue spent on R&D	

D

APPENDIX A

Product and Services Costs							
Deliverable	Description	One Time Cost					Cumm Cost
Product 1							\$ -
Product 2							\$ -
Product 3							\$ -
Product 4							\$ -
Product 5							\$ -
Installation							\$ -
Implementation *							\$ -
UAT							\$ -
System Testing							\$ -
User Training							\$ -
Deliverable	Description	Year 1	Year 2	Year 3	Year 4	Year 5	Cumm Cost
Licensing							\$ -
Support							\$ -
Maintenance Cost							\$ -
Other							\$ -
Other							\$ -

Note: Data Migration and Conversion costs will be discussed during contract negotiations.

* Level of effort for implementation must be defined in the Project Plan (C.3.3)

AGREEMENT

THIS AGREEMENT, made and entered into this _____ day of _____, 2008, by and between PINELLAS COUNTY, a political subdivision of the State of Florida, hereinafter referred to as the "County", represented by its Board of County Commissioners, and _____, hereinafter referred to as the "Contractor".

WITNESSETH:

WHEREAS, County has previously determined that it has a need for SOFTWARE IMPLEMENTATION FOR THE HEALTH & HUMAN SERVICES DEPARTMENT; and

WHEREAS, County, after soliciting competitive proposals for such services pursuant to Pinellas County Request for Proposal, RFP No. 078-0417-P (hereinafter Request for Proposal or RFP), County has awarded this contract to Contractor; and

WHEREAS, Contractor has represented that it is able to satisfactorily provide the services according to the terms and conditions of the Request for Proposal, which are incorporated herein by reference, and the terms and conditions contained herein; and

NOW THEREFORE, in consideration of the above and mutual covenants contained herein, the parties agree as follows:

1. Services to be Performed. The Contractor hereby agrees to provide the County with SOFTWARE IMPLEMENTATION FOR THE HEALTH & HUMAN SERVICES DEPARTMENT, as requested and more specifically outlined in the Request for Proposal, this Agreement and all subsequent official documents that form the Contract Documents for this Agreement.
2. Time of Service. Services shall be performed in a timely manner, as specified in the Request for Proposal.
3. Term of Agreement/Option of Renewal. Services performed pursuant to this Contract shall commence upon execution of this agreement and continue for a period of TWENTY-FOUR (24) months, unless canceled or terminated as provided herein.
4. Amendment of the Contract. This Contract may be amended only by mutual written agreement of the parties.

5. Assignment/Subcontracting. The Contractor shall perform this contract. No assignment or subcontracting shall be allowed without the prior written consent of the County. In the event of a corporate acquisition and/or merger, the Contractor shall provide written notice to the County within thirty (30) business days of Contractor's notice of such action or upon the occurrence of said action, whichever occurs first. The right to terminate this contract, which shall not be unreasonably exercised by the County, shall include, but not be limited to, instances in which a corporate acquisition and/or merger represent a conflict of interest or are contrary to any local, state or federal laws. Action by the County awarding a proposal to a proposer which has disclosed its intent to assign or subcontract in its response to the RFP, without exception shall constitute approval for purposes of this Agreement.

6. Cancellation. Pinellas County reserves the right to cancel this Contract, without cause, by giving thirty (30) days prior written notice to the Contractor of the intention to cancel, or with cause if at any time the Contractor fails to fulfill or abide by any of the terms or conditions specified.

Failure of the Contractor to comply with any of the provisions of this contract shall be considered a material breach of contract and shall be cause for immediate termination of the contract at the discretion of Pinellas County.

In addition to all other legal remedies available to County, County reserves the right to cancel and obtain from another source any services which have not been provided within the period of time stated in the proposal, or if no such time is stated, within a reasonable period of time from the date of order or request, as determined by County.

In addition, in the event that sufficient budgeted funds are not available for a new fiscal period, the County shall notify the Contractor of such occurrence and the Contract shall terminate on the last day of the then current fiscal period without penalty or expense to the County.

7. Compensation. County shall pay Contractor upon Contractor's completion of, and County's acceptance of, the services required herein, as specified in the Request for Proposal. Prices shall remain firm for the duration of the contract. All payments shall be made in accordance with the Local Government Prompt Payment Act, Fla. Stat. § 218.70, et. seq.

8. Permits/ Licenses. Contractor must secure and maintain any and all permits and licenses required to complete this contract.

9. Audit. The Contractor shall retain all records relating to this contract for a period of at least three (3) years after final payment is made. All records shall be kept in such a way as will permit their inspection pursuant to Chapter 119, Florida Statutes. In addition, Pinellas County reserves the right to audit such records pursuant to Pinellas County Code, Chapter 2-176(j).

10. Minimum Insurance Requirements. The Contractor must maintain insurance in at least the amounts required in the Request for Proposal throughout the term of this contract. The Contractor must provide a Certificate of Insurance in accordance with Insurance Requirements, Section C of the Request for Proposal, evidencing such coverage prior to issuance of a purchase order or commencement of any work under this Contract. Contractor shall ensure that any subcontractors or persons hired by subcontractors maintain the same level of insurance coverage as the Contractor.

11. Indemnification. Contractor shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from the said Contractor; or by, or in consequence of any neglect in safeguarding the work; or by the use of unacceptable materials in the construction of improvements; or by or on account of any act or omission, neglect or misconduct of the said Contractor; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of the County. The first ten dollars (\$10.00) of compensation received by the Contractor represents specific consideration for this indemnification obligation.

12. Governing Law. The laws of the State of Florida shall govern this Agreement.

13. Independent Contractor Status and Compliance with the Immigration Reform and Control Act of 1986. The Contractor is and shall remain an independent contractor and is neither agent, employee, partner, nor joint venturer of County. Contractor acknowledges that it is responsible for complying with the provisions of the Immigration Reform and Control Act of 1986 located at 8 U.S.C. 1324, et. seq., and regulations relating thereto, as either may be amended from time to time. Failure to comply with the above provisions shall be considered a material breach and shall be grounds for immediate termination of the Contract, at the discretion of Pinellas County.

14. Severability. The terms and conditions of this agreement shall be deemed to be severable. Consequently, if any clause, term, or condition hereof shall be held to be illegal or void, such determination shall not affect the validity or legality of the remaining terms and conditions, and notwithstanding any such determination, this agreement shall continue in full force and effect unless the particular clause, term, or condition held to be illegal or void renders the balance of the agreement impossible to perform.

15. Documents Comprising Contract. The Contract shall include this Agreement for SOFTWARE IMPLEMENTATION FOR THE HEALTH & HUMAN SERVICES DEPARTMENT, as well as the following documents, which are incorporated herein by reference.

- a. Pinellas County's Request for Proposal and all of its addenda and attachments issued on _____, 2008;
- b. Contractor's Certificate of Insurance required under Section C of the Request for Proposal;
- c. Performance Bond; and
- d. Contractor's Proposal.

If there is a conflict between the terms of this Agreement and the above referenced documents, then the conflict shall be resolved as follows: the terms of this Agreement shall prevail over the other documents, and the terms of the remaining documents shall be given preference in their above listed order.

IN WITNESS WHEREOF the parties herein have executed this Agreement for SOFTWARE IMPLEMENTATION FOR THE HEALTH & HUMAN SERVICES DEPARTMENT pursuant to RFP No. 078-0417-P as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its Board of
County Commissioners

Chairman

ATTEST:
KEN BURKE

By: _____
Deputy Clerk

CONTRACTOR

President (Signature)

President (Printed Name)

[Corporate Seal]

ATTEST:

By: _____
(Attesting Witness' name/title)

APPROVED AS TO FORM:



Office of the County Attorney

PINELLAS COUNTY PURCHASING

PREPROPOSAL SIGN IN SHEET

CONTRACT# 078-0417-P (AM)	CONTRACT TITLE: Software Implementation for Health and Human Services Department – RE-BID	LOCATION(S) OF MEETING: 400 S. Ft. Harrison, Annex Building. 5th Floor Conf. Rm. Human Rights Dept.
DATE & TIME: July 29, 2008 @ 10:00 A.M.	PURCHASING STAFF: Amelia McFarlane	

All information must be filled in or you may be disqualified from bidding. If an addendum is issued, it will be mailed or faxed to all attendees to the address/fax # you have entered below. Addendums can also be found on our website at www.pinellascounty.org/purchase

***** PLEASE PRINT *****

	NAME OF ATTENDEE * COMPANY REPRESENTED	ADDRESS	TELEPHONE # CELLULAR #	FAX#
1.	Clark R. Scott	PCHHS - Admin		
		2189 Cleveland St. Clw	(727) 464-8440	
2.	Sreedhar Veeema- chaneni	System Soft Technology	727 723 0801	
		2600 Hickman Ave. #230		
3.	Siva Vallabhaneni	Clearwater, FL-33759		
		System Soft Technology	727-723-0801	727-723-8601
4.	Liam O. Brett	10150 Highland Manor Dr	813 464 9181	
		Tampa FL 33611		
5.	CARLA CAPPS	1801 Hermitage Blvd #450	850 386 7388	850 386 6016
		Tallahassee FL 32308		
6.	Candy Mancuso			
	Pinellas County Purchasing			
7.				
8.				

lead
Vicki

	NAME OF ATTENDEE * COMPANY REPRESENTED	ADDRESS	TELEPHONE # CELLULAR #	FAX#
9.	Kevin McQuinn SALEM ASSOCIATES	1885 WOOD TRAIL ST TARPON SPRINGS, FL 34689	727.934.1000 727.492.9892	727.934.1113
10.	GARY ROGERS APPX Software, Inc.	11363 San Jose Blvd, Ste 301 Jacksonville, FL 32084	904.880.5560	904.880.6635
11.	JOHN E. QUISH SYSTEM SOFT TECH.	2600 MCCORMICK DR #230 CLEARWATER FL. 33759	727-723-0801 727-512-2281	727-723-8601
12.	Steve Isle LAGAN	13274-113TH Ave Largo FL 33774	727.460.8369(C)	727.596.4580
13.	DAMIEN SHARP BTS			
14.	Deb Taylor	Cleveland / HHS		
15.	Lauren Green MISYS Healthcare	3837 NORTDALE BLVD. TAMPA, FL 33624	813-838-4444	
16.				
17.	Amelia McFarlane Purchasing			
18.	Vicki Beckman	BTS - Pinellas County		
19.	Jason Malpass	BTS - Pinellas City	698-8938	

BOARD OF COUNTY COMMISSIONERS

ROBERT B. STEWART - CHAIRMAN
CALVIN D. HARRIS - VICE CHAIRMAN
RONNIE DUNCAN
SUSAN LATVALA
JOHN MORRONI
KAREN WILLIAMS SEEL
KENNETH T. WELCH



Joseph Lauro, CPPO/CPPB
Director

August 12, 2008

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: SOFTWARE IMPLEMENTATION FOR HEALTH AND HUMAN SERVICES
DEPARTMENT- REBID

PROPOSAL NUMBER 078-0417-P (AM)

PROPOSAL SUBMITTAL SCHEDULED FOR: SEPTEMBER 15, 2008 @ 3:00 p.m.

ADDENDUM NO. 1

Following are additional information, clarifications to question received relative to referenced Request for Proposal (RFP):

Note: In Sections of APPENDIX A the proposer is requested to "respond to each item below in a separate document" (Example: C.3.2 under Vendor Services). Such response in the separate document should identify the Section from APPENDIX A for which the responses are provided.

Additional Notes: Please delete and replace attached REVISED Page 24. 100 points have been added for the level 3 Site Visit evaluation.

The following observation was made at the Pre-Proposal Conference:

If a proposer intends to subcontract a portion of this work, the proposer must disclose that intent in their proposal response. Attached is a diagram that describes the RFP proposal structures. Its intent is to describe what proposal structure is allowed and not allowed in the proposer's response.

QUESTION 1

NetChemistry is interested in responding to the Re-Bid RFP. A quick note - We only have 2 major implementations for our products: one in San Diego and one in Orange County, CA. According to the previous RFP I believe it stated that we needed three.

ANSWER 1

The County has removed that requirement from this Re-bid RFP.

PLEASE ADDRESS REPLY TO:
400 South Ft. Harrison, Sixth Floor
Clearwater, Florida 33756
Phone: (727) 464-3311
FAX: (727) 464-3925
Website: www.pinellascounty.org/purchase



QUESTION 2 (The following 3 questions address request for Word document Format)

1. Can we have the documents in Word format so that we may manipulate data or answer some of the criteria / questions required by the RFP 078-0417-P (AM) SOFTWARE IMPLEMENTATION FOR HEALTH AND HUMAN SERVICES DEPARTMENT - RE-BID?
2. Can you provide pages 2, 14, 27, 28 and 29 (from RFP) in Word format? These pages are required to submit to the RFP. Currently they are in read only format and cannot be completed. Thank you for your time.
3. Is there a MS Word version of the RFP that you can send us so we can type answers to questions?

ANSWER 2

Please see Forms that are attached to this Addendum in Word format.

QUESTION 3

The total number of individuals who will use the system is 125, is that correct? I only saw that number once in the 3rd paragraph of section B on page 16 so I wanted to make sure.

ANSWER 3

125 is the number to use for the purposes of response. That may be refined during contract negotiations.

QUESTION 4

The RFP states: one (1) original and SIX (6) HARD COPIES IN 3 RING BINDERS AND ONE ORIGINAL AND SIX (6) ELECTRONIC ON CD OR DVD- INCLUDING THE USER DOCUMENTATION. The 'Originals' MUST clearly be marked. What is an "original" electronic copy as opposed to a "copy"?

ANSWER 4

There is no difference between originals and copies for electronic submissions.

The rfp requirement is revised to read as follow:

Proposal shall be submitted in one (1) original and EIGHT (8) HARD COPIES IN 3 RING BINDERS AND ONE ORIGINAL AND EIGHT (8) ELECTRONIC ON CD OR DVD- INCLUDING THE USER DOCUMENTATION. The 'Originals' MUST clearly be marked ON THE HARD COPIES ONLY.

QUESTION 5

- a) Why are so many hard copies requested?
- b) Is it possible to have all readers receive emailed copies of the proposal?

ANSWER 5

- a) The number of copies requested is necessary so that each Evaluation Team member can receive a complete RFP response package
- b) No. It is not our process to e-mail copies of the proposal to individual evaluators.

QUESTION 6

Because we are an ASP, and charge monthly fees for access, the cost sheet does not fit very well with our model. Can we ignore it and insert our own very brief pricing grid on this cost sheet?

ANSWER 6

Monthly fees could be multiplied by 12 and fit the County's spreadsheet. Proposers should use the spreadsheet provided in the RFP. If proposers have various licensing models, they could duplicate the spreadsheet to distinguish.

QUESTION 7

One of the requirements in the rfp is a possible site visit. The product we would propose is a new re-write that is a combination of features of several implementations we have. As such the finished product is not currently installed anywhere. The original packages are, and can be visited on site.

As such we would only be able to perform a demo of the applications. Will this be a factor that would prevent selection?

ANSWER 7

Whereas it is preferred that proposers have their solution fully implemented at one site, Pinellas County recognizes that all modules or systems proposed may not be completely installed at a single site. Since Pinellas County wishes to encourage the proposal of a solution that fully meets all aspects of the business needs described in the RFP through a single product or proposals that integrate multiple components or products that meet all aspects of the business needs described, the County will consider visiting more than one site (either in person or virtually) in order to observe the implemented version of the proposed solution.

If Pinellas County feels it is in its best interest to conduct site visits (either in person or virtually), proposers without the ability to provide any site visits (no components installed anywhere) will receive no points for that portion of the evaluation.

QUESTION 8

Section A (Objective) of the RFP indicates vendors are permitted to submit a partial solution that does not provide all of the business domains requested in the RFP. However, the scoring provided in the Evaluation Criteria (Section E) suggests a partial solution may be non-competitive because the vendor will receive 0 points in one or more categories. Can you please clarify if partial solutions will be judged against the scoring provided in Section E? Alternatively, will vendors only be scored against the business domains for which they have provided a response?

ANSWER 8

In Appendix A C.3.1 Scope of Response, proposers will indicate the type of offerings they propose. Scoring will be for the domains for which they have provided a response. Although we give an order of preference in Appendix A, Section A, Objective, the scoring structure will not directly penalize proposals that are submitted under category 2 or 3. Proposals will not be evaluated against other proposals. Each proposal will be independently evaluated and scored using the criteria noted in the RFP.

We encourage partial solution proposals.

QUESTION 9

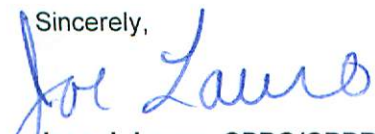
Has the county received other questions relating to this RFP and does the county intend to distribute its answers prior to September 5, 2008?

ANSWER 9

Answers to yours' and other questions received are provided here in Addendum No. 1.

Please remember to acknowledge receipt of this Addendum in Section G, page 28 as Addendum No. 1 and return with the completed proposal package.

Sincerely,



Joseph Lauro, CPPO/CPPB
Director of Purchasing

SECTION E – SCOPE OF WORK (REVISED ADDENDUM NO. 1)

E. EVALUATION CRITERIA

The Evaluation process will consist of three distinct phases/levels. Each phase/level will be scored by the Evaluation Committee and, based on the top scores, a short list of the Vendors who will proceed to the next phase/level will be determined. The phases/levels follow:

Level 1: Evaluation of the RFP Proposals; The top scoring products/proposals, as determined by the Evaluation Committee, from Level 1 Evaluation will proceed to Level 2.

Level 2: Evaluation of the demonstration of Vendor's Product based on functional scripts.

Level 3: Evaluation of the results of site visits.

Scoring will be based on core functionality, but responses related to enhancements may also be considered as well. Pinellas County will use three levels of evaluation. **The successful proposer(s) will advance to the next level based on the scoring.** Scoring will be divided up in the following manner:

Level 1 (Proposal – 500 points):

Vendors being evaluated for Level 1 Evaluation will be expected to have responded to RFP sections, especially addressing how their product meets the core features for the HHS software system.

Note from Purchasing to Committee for consideration: Solution Capabilities (C.1)

- Social Services Core Functionality (63 points)
- Medical Services Core Functionality (63 points)
- External Claims Tracking Core Functionality (25 points)
- Foundational Features (38 points)
- Front Office Support (25 points)
- Back Office Support (25 points)
- Other Features (11 points)
- **Technology and System Integration (C.2) (75 points)**
 - Technical Features
 - Technical Questions
- **Implementation Approach (C.3) (50 points)**
 - Scope of Proposal
 - Vendor Services
 - Project Plan
- **Vendor Capabilities and Experience (C.4) (25 points)**
 - Vendor Profile
- **Cost of Ownership (D) (100 points)**

Level 1 will be used to short list vendors and scoring will be separate for Level 2 and Level 3. Pinellas County reserves the right to consider and award even if the proposer does not have all the components of either Social Services systems and/or Health/Medical systems.

Level 2: (Product Demonstration – 500 points)

Vendors being evaluated for Level 2 Scoring will be invited to give a demonstration of their product at Health and Human Services in Clearwater, FL. All vendors will receive in advance the same demo scenarios to follow.

Level 3: (Site Visits) 100 Points (Added by Addendum No. 1)

Vendors being evaluated for Level 3 Evaluation will be requested to provide reference sites that are agreeable and can be contacted for on-site or virtual visits. The HHS RFP Evaluation Team will travel to these sites where products have been installed and review success of installation.

Product selection will be based on the results from scores obtained in Level 1, 2 and 3 Evaluations. Pinellas County reserves the right to select reference site for evaluation from sites provided by vendor. Pinellas County reserves the right to eliminate Level 3 Evaluation site visits if it serves the best interest of Pinellas County.

Proposal Structures

In **Section E** (Scope Of Work) of **Proposal Number: 078-0417-P (AM)**, **Page 15**, the **Objective contains 3 structures that detail the providing of the RFP proposals**. The following diagrams describe the RFP proposal structures. Subcontractors of Lead Vendors are not permitted to submit separate proposals for this RFP. Subcontractors that submit separate proposals will negate their proposal as well as the proposal of the Lead Vendor they are subcontracting with. This restriction is illustrated in *Figure 1: Proposal structures that are allowed* and in *Figure 2: Proposal structures that are not allowed*.

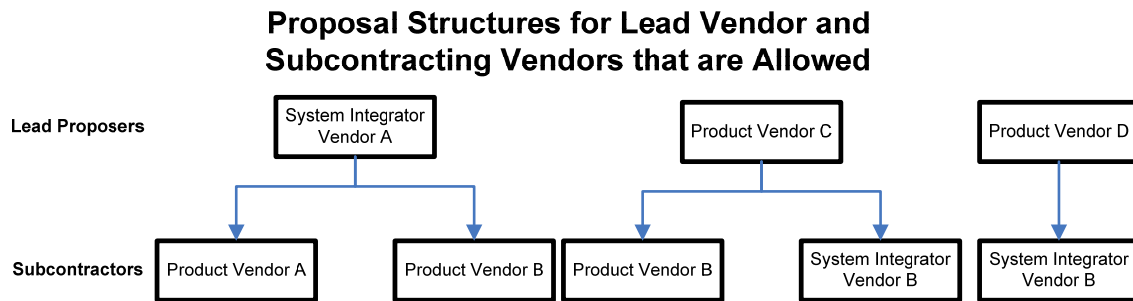


Figure 1: Proposal structures that are allowed

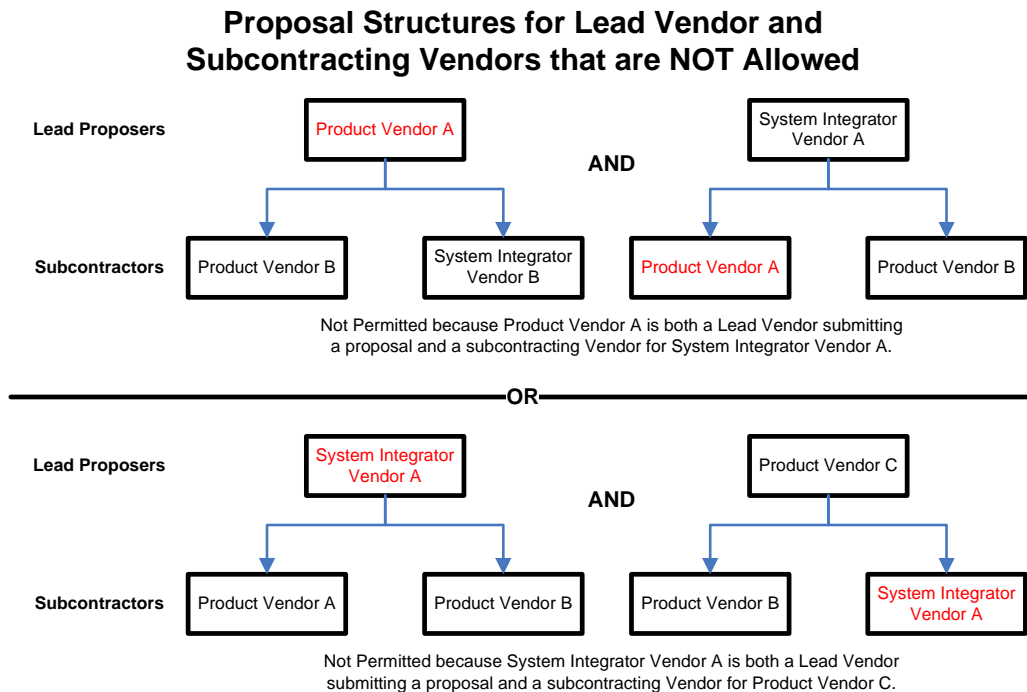



Figure 2: Proposal structures that are not allowed

SUBMIT TO: PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS 400 S. FT. HARRISON AVENUE ANNEX BUILDING – 6 TH FLOOR CLEARWATER, FL 33756		 <h1 style="text-align: center;">REQUEST FOR PROPOSAL</h1>	
ISSUE DATE: JULY 18, 2008		PROPOSAL SUBMITTALS RECEIVED AFTER SUBMITTAL DATE & TIME WILL NOT BE CONSIDERED	
TITLE: SOFTWARE IMPLEMENTATION FOR HEALTH AND HUMAN SERVICES DEPARTMENT- RE-BID		RFP NUMBER: 078-0417-P (AM)	
SUBMITTAL DUE: September 15, 2008 @ 3:00 P.M. AND MAY NOT BE WITHDRAWN FOR 120 DAYS FROM DATE LISTED ABOVE.		PRE-PROPOSAL DATE & LOCATION: NON-MANDATORY	
DEADLINE FOR WRITTEN QUESTIONS: September 5, 2008 BY 3:00 P.M. SUBMIT QUESTIONS TO: AMELIA McFARLANE, CPPB AT amcfarla@pinellascounty.org Phone: (727) 464-3149 Fax: (727) 464-3925		400 S FT HARRISON AVE 5 TH FLOOR CONFERENCE ROOM, CLEARWATER, FLORIDA DATE/TIME JULY 29, 2008 @ 10 AM	
COMMISSIONERS ROBERT B. STEWART - CHAIRMAN CALVIN D. HARRIS - VICE CHAIRMAN RONNIE DUNCAN SUSAN LATVALA JOHN MORRONI KAREN WILLIAMS SEEL KENNETH T. WELCH		THE MISSION OF PINELLAS COUNTY Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.	
		JOSEPH LAURO, CPPO/CPPB Director of Purchasing	

PROPOSER MUST COMPLETE THE FOLLOWING

PROPOSERS ARE CAUTIONED THAT THE POLICY OF THE BOARD OF COUNTY COMMISSIONERS, PINELLAS COUNTY, IS TO ACCEPT THE LOWEST RESPONSIBLE PROPOSAL RECEIVED MEETING SPECIFICATIONS. NO CHANGES REQUESTED BY A PROPOSER DUE TO AN ERROR IN PRICING WILL BE CONSIDERED AFTER THE RFP OPENING DATE AS ADVERTISED. BY SIGNING THIS PROPOSAL FORM YOU ARE ATTESTING TO YOUR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER PROPOSAL TERMS AND CONDITIONS.

PAYMENT TERMS: ____% ____ DAYS, NET ____ *RFP DEPOSIT, IF REQUIRED, IS ATTACHED IN THE AMOUNT OF \$ _____

PROPOSER (COMPANY NAME): _____ **D/B/A** _____

MAILING ADDRESS: _____ **CITY / STATE / ZIP** _____

COMPANY EMAIL ADDRESS: _____ **PHN:** (____) _____ **FAX:** (____) _____

***REMIT TO NAME:** _____
 (As Shown On Company Invoice)

CONTACT NAME: _____

Proper Corporate Identity is needed when you submit your bid, especially how your firm is registered with the Florida Division of Corporations. Please visit www.sunbiz.org for this information. It is essential to return a copy of your W-9 with your bid. Thank you.

PRINT NAME: _____

EMAIL ADDRESS: _____

I HEREBY AGREE TO ABIDE BY ALL CONDITIONS OF THIS RFP & CERTIFY I AM AUTHORIZED TO SIGN THIS RFP FOR THE PROPOSER.

FORMS CHECKLIST	
COPY OF COMPANY INVOICE	<input type="checkbox"/>
W-9 (TAXPAYER ID)	<input type="checkbox"/>

AUTHORIZED SIGNATURE: _____

PRINT NAME/TITLE: _____

THIS FORM MUST BE RETURNED WITH YOUR RESPONSE

SEE PAGE 15 SECTION E SCOPE OF WORK

SECTION D - VENDOR REFERENCES

Proposal Title: Software Implementation for Health and Human Services Department- RE-BID

Proposal Number: 078-0417-P (AM)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME: _____

LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS: _____

BUSINESS ADDRESS: _____

HOW LONG IN PRESENT LOCATION: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

TOTAL NUMBER OF CURRENT EMPLOYEES: _____ FULL TIME _____ PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: _____

All references will be contacted by a County Designee via email, fax, mail or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

LOCAL COMMERCIAL AND/OR GOVERNMENTAL REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

All fields below must be completed

1	_____	2	_____
	COMPANY NAME		COMPANY NAME
	_____		_____
	CITY, STATE		CITY, STATE
	_____		_____
	CONTACT PERSON		CONTACT PERSON
	_____		_____
	TELEPHONE		TELEPHONE
	_____		_____
	FAX		FAX
	_____		_____
	EMAIL ADDRESS		EMAIL ADDRESS
3	_____	4	_____
	COMPANY NAME		COMPANY NAME
	_____		_____
	CITY, STATE		CITY, STATE
	_____		_____
	CONTACT PERSON		CONTACT PERSON
	_____		_____
	TELEPHONE		TELEPHONE
	_____		_____
	FAX		FAX
	_____		_____
	EMAIL ADDRESS		EMAIL ADDRESS

**Request for Taxpayer
Identification Number and Certification****Give form to the
requester. Do not
send to the IRS.**Print or type
See Specific Instructions on page 2:

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt
payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

or

Employer identification number

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign
Here**Signature of
U.S. person ▶

Date ▶

Detach on the perforation

STATEMENT ON USE OF SOCIAL SECURITY NUMBERS

The Clerk of the Court collects social security numbers as required or permitted by law. We are committed to protecting sensitive information and will disclose social security numbers to independent parties only as legally required.

Purposes for which we collect social security numbers include:

- Compliance with record-keeping and tax reporting to federal, state and local agencies;
- Classification of accounts;
- Identification and verification;
- Billing and payments;
- Data collection;
- Reconciliation;
- Tracking; and

Applications for home solicitation permits, marriage licenses and passports as required by state or federal law.

SECTION G - ADDENDA ACKNOWLEDGMENT FORM

Proposal Title: Software Implementation for Health and Human Services Department- RE-BID
Proposal Number: 078-0417-P (AM)

PLEASE ACKNOWLEDGE RECEIPT OF ADDENDA FOR THIS ITB/RFP BY SIGNING AND DATING BELOW:

ADDENDA NO.

SIGNATURE/PRINTED NAME

DATE RECEIVED

Note: Prior to submitting the response to this solicitation, it is the responsibility of the firm submitting a response to confirm if any addenda have been issued. If such document(s) has been issued, acknowledge receipt by signature and date in section above and return Addenda Acknowledgement Form with RFP. Failure to do so may result in being considered non-responsive or result in lowering the rating of a firm's proposal.

Information regarding Addenda issued is available on the Purchasing Department section of the County's website at, www.pinellascounty.org/purchase/Current_Bids1.htm , listed under category 'Current Bids'.

SECTION H – NO BID STATEMENT

NOTE: If you do not intend to submit a proposal on this requirement, please return this form immediately. ***Thank you.***

[Pinellas County Purchasing Department
400 South Fort Harrison Avenue, 6th Floor
Clearwater, Florida 33756]

We, the undersigned have declined to submit a proposal for RFP No. **078-0417-P (AM) for Software Implementation for Health and Human Services Department- RE-BID**

- _____ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).
- _____ Insufficient time to respond to the Request for Proposal.
- _____ We do not offer this product or service.
- _____ Our schedule would not permit us to perform.
- _____ Unable to meet specifications.
- _____ Unable to meet Bond requirement.
- _____ Specifications unclear (explain below).
- _____ Unable to Meet Insurance Requirements.
- _____ Remove Us from Your "Notification List" Altogether
- _____ Other (specify below).

REMARKS:

We understand that if the "No Proposal" letter is not executed and returned our name may be deleted from the Bidders List of Pinellas County.

COMPANY NAME: _____

DATE: _____

SIGNATURE: _____

TYPED NAME OF ABOVE: _____

TELEPHONE: _____

FAX: _____

EMAIL: _____

BOARD OF COUNTY COMMISSIONERS

ROBERT B. STEWART - CHAIRMAN
CALVIN D. HARRIS - VICE CHAIRMAN
RONNIE DUNCAN
SUSAN LATVALA
JOHN MORRONI
KAREN WILLIAMS SEEL
KENNETH T. WELCH



Joseph Lauro, CPPO/CPPB
Director

September 10, 2008

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: **SOFTWARE IMPLEMENTATION FOR HEALTH AND HUMAN SERVICES
DEPARTMENT- REBID**

PROPOSAL NUMBER **078-0417-P (AM)**

PROPOSAL SUBMITTAL RE-SCHEDULED FOR: SEPTEMBER 30, 2008 @ 3:00 p.m.

ADDENDUM NO. 2

Following are additional information, clarifications to question received relative to referenced Request for Proposal (RFP):

NOTICE IS HEREBY GIVEN THAT PINELLAS COUNTY HAS RESCHEDULED THE OPENING DATE FOR THE RFP TO SEPTEMBER 30, 2008.

QUESTION 1 (2 Similar questions)

1. I am interested in determining if there is budget information for this project available? Or accessible via the Department's fiscal year operating budget? Any additional insights you can provide would be greatly appreciated.
2. Does the County have a maximum budget for this project? Providing budget information will allow the vendors to better determine the range of optional functionality that can be included.

ANSWER 1

Pinellas County has budget in reserve for this project based on the research performed with the Request for Information.

QUESTION 2

Will the County staff have the time required to work with the selected vendor(s) through the various implementations?

ANSWER 2

This project is a top strategic priority for Pinellas County Health and Human Services and as such, the County will support this effort with the resources necessary for its success, both from the business and from the technical resources. We will partner with the vendor(s) in planning to make this happen.

PLEASE ADDRESS REPLY TO:
400 South Ft. Harrison, Sixth Floor
Clearwater, Florida 33756
Phone: (727) 464-3311
FAX: (727) 464-3925
Website: www.pinellascounty.org/purchase



QUESTION 3

Will the funding be available to support a project of this scope?

ANSWER 3

The County has budgeted for this project based on research done with a Request for Information and other market research.

QUESTION 4

Will the Funding for this project span multiple years?

ANSWER 4

Funds have been separately appropriated for this project, based upon research done with a Request for Information and other market research, and the balance of the funds will carry forward each fiscal year for the duration of the project.

QUESTION 5

Will there be any matching funds now or in the future, and if so, can you delineate?

ANSWER 5

Grant-based or other matching funds are not currently a part of this project's appropriation, but additional matching funds may be pursued in the future to supplement the current appropriation, if determined appropriate. Any scope changes resulting from future match opportunities would be negotiated separately.

QUESTION 6

Unisys welcomes the opportunity to respond to the subject RFP, and as requested, below please find our questions:

General:

Because of the criticality and potential impact answers to our questions may have on the final response, Unisys requests a two week extension, in order to allow enough time once all answers to questions are posted.

ANSWER 6

Please refer to page I of this Addendum whereby the County has extended the opening date of the RFP.

QUESTION 7

What database environment do you prefer (MS SQL Server, Oracle, DB2, etc.)?

ANSWER 7

The County has no preference of technologies for this effort. We will consider all product offerings in order to obtain the best solution for Health and Human Services. The County currently supports a robust technology infrastructure and architecture. If the best product for the customer is outside of current standards, the County will adopt new standards in order to serve the customer.

QUESTION 8

What operating system environment do you prefer (Windows, AIX, Linux, etc.)?

ANSWER 8

The County has no preference of technologies for this effort. We will consider all product offerings in order to obtain the best solution for Health and Human Services. The County currently supports a robust technology infrastructure and architecture. If the best product for the customer is outside of current standards, the County will adopt new standards in order to serve the customer

QUESTION 9

What development environment do you prefer (MS .NET, VB/VBA, C#, C++, Java, etc.)

ANSWER 9

The County has no preference of technologies for this effort. We will consider all product offerings in order to obtain the best solution for Health and Human Services. The County currently supports a robust technology infrastructure and architecture. If the best product for the customer is outside of current standards, the County will adopt new standards in order to serve the customer

QUESTION 10

Do you have any client, case management, or provider data that requires conversion?

- a. If so, how is that data stored?
- b. What is the format of the data?
- c. How many records will need to be converted?

ANSWER 10

Yes, data does need to be converted. Data is stored in three environments that will need to be converted. Please see specifics in the answers to the additional questions that follow.

- a. Several custom programs written in the APPX environment that support eligibility, enrollment, accounts payable, and health services. The data store is proprietary. Veteran Services custom application with data stored in an Oracle relational Database, and STARS custom application with data stored in a MS Access relational Database.
- b. Please note the answers, above, for the general format of each.
- c. These databases support transactions and other information related to approximately 100,000 to 150,000 clients – duplicates across systems may be included in these counts. Total number of records in tables with active data is about 9 million; total number of records in tables with historical-only data is about 4 million. Appendix A, Tab C.3.3 Project Plan gives approximate table counts for data to be converted, as well as expectations for cost estimates and the provision of additional information.

QUESTION 11

Can the County provide the current Infrastructure Architecture of the current system and documentation of IT standards so that we may understand the scope of reuse?

ANSWER 11

As the County intends to replace the current system, we feel documentation for the purpose of this Request for Proposal is irrelevant.

QUESTION 12

Document Management:

How many documents do you create/receive per year?

ANSWER 12

Our estimate is 100,000 documents per year in our current state. Please be aware that Health and Human Services expects to modify its business practices and workflows with the implementation of new systems. This figure may not be indicative of any future state.

QUESTION 13

How many different types of documents do you process? This is referring to business types such as "Applications", "Claim Forms", "Orders", "Contracts", etc.

ANSWER 13

Our estimate is 250 forms in our current state. Please be aware that Heath and Human Services expects to modify its business practices and workflows with the implementation of new systems. This figure may not be indicative of any future state.

QUESTION 14

What is the average size (in pages) of these document types? This is necessary to determine the appropriate sizing and robustness of the hardware and software.

ANSWER 14

Our estimate is 2 pages per form in our current state. Please be aware that Heath and Human Services expects to modify its business practices and workflows with the implementation of new systems. This figure may not be indicative of any future state.

QUESTION 15

Will this implementation involve a back-file conversion? In other words, will some or all of the existing paper files need to be scanned into the proposed system? Or –

ANSWER 15

See answer to next question

QUESTION 16

Will the proposed system only scan new documents that come in after the system goes live (day-forward scanning)?

ANSWER 16

It is a requirement to scan new documents going forward from live date and it is highly desirable to scan existing documents for the active client base.

QUESTION 17

Can you indicate which applications interact with paper documents along with any details?

ANSWER 17

Currently in our existing system, electronic documents are redundant. Essentially all current applications use paper documentation.

QUESTION 18

Does the STARS program contain workflow? If so can you describe?

ANSWER 18

STARS is mostly centered around classroom services, but client follow-ups have well-defined time periods - every 6 months for 2 years.

QUESTION 19

Besides Financial Assistance web application are any other applications self service?

ANSWER 19

Health and Human Services would like to consider future implementation of a personal health records portal for clients. Also, HHS partners have requested access to client information to automatically check a client's enrollment in programs before they provide services – this may be an additional use of web applications.

QUESTION 20

Does the Financial Assistance Portal integrate with any other financial system so that the payments actually made are tracked automatically?

ANSWER 20

Health and Human Services desires to have a core system that tracks clients enrolled in HHS programs as well as transactions associated with those programs such as rental assistance used for a particular month. This information may need to be linked to a financial system for payment of invoices if accounts payable is not available in the core of the selected system. The portal is separate – the public facing portal is expected to be only the client request functionality.

QUESTION 21

C1.5

Item 16, asks whether the bidders document management system supports integration with 3rd party document management systems.

- a. Does the County currently own any document management systems that are operational in this area?
- b. If so, please describe the hardware, software, and primary use.
- c. If not, does the County have any particular document management system in mind that would need to be integrated?

ANSWER 21

- a. The County does operate several document management systems, but none of them is currently in use by Health and Human Services.
- b. Not applicable
- c. The County has no preference for a particular document management system.

QUESTION 23

C1.2

Is there an integration of Lab orders and eprescription with Labs and Pharmacy respectively?

ANSWER 23

Electronic transfer of lab orders with contracted laboratories and e-prescriptions with contracted pharmacies is a desirable future state but not currently available in the department. This is not a requirement for the current proposal.

QUESTION 24

Patient-Self-Service Web Application: Can patient Access their medical records too?

ANSWER 24

Patient Access to medical records does not exist in our current system and is not a mandatory requirement for this Request for Proposal.

QUESTION 25
C3.3

Does the column headed "Vets" refer to "VA" as indicated in the glossary?

ANSWER 25

No. "Vets" refers to the data in the application that supports the Veterans Services division of HHS. APPX refers to the data in the core application for HHS, and STARS refers to data in the MS Access application that supports the STARS division.

QUESTION 26

Does the row labeled "Data Tables to Eliminate" mean that once the data has been migrated from that table that the application owning that data will no longer be in production?

ANSWER 26

Data Tables to Eliminate actually means that this data does not need to be migrated.

QUESTION 27

Item 21 under C.1.5 – Please see if we can get a definition of "appeals"

ANSWER 27

"Appeals" refers to the right of a client to escalate for further review when he or she disagrees with a determination. Typically this is a determination of ineligibility for services.

QUESTION 28

Under the D section- Our assumption is that there will be 2 MD's and 4 Nurse Practitioners that need licensure. Is that correct?

The reason we are asking this question is because our proposed Electronic Medical Record and Electronic Practice Management software is priced based on the number of physicians and nurse practitioners that are associated with the particular medical practice (in this case your Mobile Medical units) that will be using the software.

Based on our reading of the RFP in Section E part B.1 of your RFP (page 16) we understand that Pinellas County would have 2 physicians (one for each shift) and 1-2 nurses using the Electronic Medical Record system as part of the Mobile Medical units (the referenced RFP section is highlighted in red below).

The purpose of our RFP question is to confirm our assumption that Pinellas county HHS would have up to 2 physicians and up to 2 nurses that will be using the EMR system. Please note that with our EMR software there is no additional charge for other HHS or Dept of Health staff (such as clerical staff and analysts) to use the EMR system.

From the Pinellas HHS RFP page 16, Section E: Scope of Work part B.1 reads as follows

In addition to providing "medical homes", HHS runs two Mobile Medical Unit (MMU) shifts, one during the day and the other in the evening. The day shift, which is a Federally Qualified Health Center (FQHC), provides healthcare services to the homeless. The unit is staffed by 1 physician, 1-2 nurses, 1 social worker, and 1 social worker assistant. Other staff supports the unit from the office. The MMU evening shift provides healthcare for those who have no health insurance. Both MMU programs need an Electronic Medical Records (EMR) system. Additional features that are needed are similar to other FQHC's, including sliding scale fees, Uniform Data System (UDS) reports, sharing partial client records with other services within HHS, and in the future, sharing information with other Pinellas County departments that have shared client bases. Eventually, HHS will want to participate with Regional Health Information Organizations (RHIO's) for data sharing to improve public healthcare. The MMU also provides social work services that need support for managing social work aspects of assisting clients having needs met.

ANSWER 28

For the cost of licensing on Tab D – Costs, please use the estimate of 125 system users as the baseline. For licensing models that use only physicians and nurses, we currently have 3 MMU Clinical Practitioners (Doctors, Nurse Practitioners, Physician Assistants), 2 MMU Nurses, and 3 Nurse Disease Case Managers. We will adjust as necessary during contract negotiations for the various components of systems.

QUESTION 29

On the “*Proposal Signature Page*” (page 1 of 29 in the RFP) there is a “Forms Checklist”.

- a. What is meant by D/B/A?
- b. What is meant by “*Copy of Company invoice*”?

ANSWER 29

- a. Doing Business As
- b. Please provide a copy of the invoice that the proposer will use to bill the County, should they be the successful proposer.

QUESTION 30

1. Please describe the unique functional roles of the 125 expected users of the new system and, if possible, a brief description of the functionality that each would require access.

ANSWER 30

See Attachment below

QUESTION 31

What are the known interfaces that the new system will need to incorporate? Are the specific state and county systems (MMIS, AP, Accounting, etc.) with which data must be shared?

ANSWER 31

The attached document below is a work in process. Section 1 and the context diagram refer to current processes. Section 2 refers to current and future interfaces. Only those marked ‘First Release’ are expected to be in place by system ‘go-live’ date. County technical resources will work with selected vendors to identify data to be shared and to implement interfaces.

QUESTION 32

From which companies did the County receive responses to the RFI?

ANSWER 32

Responses to the RFI were received from:

Nextgen Healthcare
Logan Technologies, Inc.,
Sage Software,
Oracle
Automated Case Management Systems
Harmony Information Systems
APPX Software
EClinical Works
Foothold Technology
ACMS, Inc.
Tampa Bay Alliance
Client Track
Cerner

QUESTION 33

From which companies did the County receive responses to the original RFP issued in February?

ANSWER 33

A response was received from Data Futures, Inc

QUESTION 34

The RFP discusses a client self-serve option to be made available in county waiting areas. Is there already hardware in place for such an application? If so, please describe. If not, is the county requesting pricing and sizing information from the vendors for this option?

ANSWER 34

The County expects these stations to be personal computers and the County will provide the hardware.

QUESTION 35

Are there currently any RHIOs in Pinellas county to which the system may integrate/interface?

ANSWER 35

On page 16 of Section E of the RFP it States:

Eventually, HHS will want to participate with Regional Health Information Organizations (RHIO's) for data sharing to improve public healthcare.

This is not a current requirement of the new system.

QUESTION 36

For what services does the County currently issue CMS 1500s? Does the county currently have the ability to generate 837s?

ANSWER 36

The County uses CMS 1500 forms as required for medical billing with third party payers.

We currently transmit X12 834 messages to our healthcare administrator partners. We do not currently use the 837 format.

QUESTION 37

If the County awards contracts to partial solutions, how will the project be managed? In other words, who will manage and lead the project and what how will the County define the relationships between the lead and the other successful vendors?

ANSWER 37

A dedicated County Program Manager will oversee the entire project and will also perform project management duties for County resources.

In Section E – Scope of Work, page 15, section A Objective, we give 3 options for proposals.

Option 1 is a single solution provider and is not directly applicable to your question.

In option 2, a lead vendor will take responsibility for all components and integration. That vendor will manage and lead the project in partnership with County resources. That lead vendor will define the relationships among the sub-vendors and will report to the County Program Manager.

In option 3, the County reserves the right to perform Project Management duties if it serves its best interest.

Please remember to acknowledge receipt of this Addendum in Section G, page 28 as Addendum No. 2 and return with the completed proposal package.

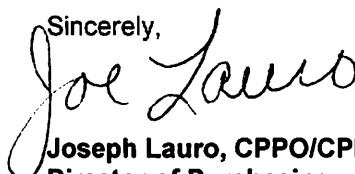
Sincerely,

Joseph Lauro, CPPO/CPPB
Director of Purchasing

Table 1. HHS User Population

Total Department Users		119		Location
Management				
	Administration	10	Will be interested in running reports, seeing dashboards and understanding how strategic and tactical objectives are being met. Will want to be alerted to significant issues and some daily, weekly, monthly statistics about operations.	Office
	Team Leaders	9	Will be interested in reports and dashboards that assist them to oversee operations, quality control features for work product oversight, as well as issue tracking.	Office
Case Managers				
	Financial Assistance Case Management	10	Assists clients to achieve self-sufficiency to meet basic needs like rent, assistance, groceries, and utilities payments for those whose income are below the federal poverty level and are disabled or incapacitated. Tracks progress with respect to health, achieving self reliance, or obtaining federal or other long term benefits if qualified.	Office
	Health Services Case Management	10	Assists clients at or below Federal Poverty Level navigate the medical network to obtain needed services to improve client's personal health outcomes as well as reduce unneeded emergency room usage.	Remote
	Fraud Investigations	3	Will need to select client cases randomly and by risk factors. Will investigate various aspects, needing to keep track of investigation results, notes, and recommendations.	Office & Remote
	Alternative Benefits	5	Will assist clients with disability claims to social security and obtaining other benefits as becomes apparent. Monitors claim status with SSA and supports clients with obtaining supporting documentation for claims. Reviews cases all clients receiving direct services for eligibility for alternative benefits.	Office
	Employment Case Management	2	Supports client objectives for obtaining jobs or eliminating barriers to obtaining a living wage.	Office & Remote
	Homeless/MMU	2	Supports homeless clients and others who use MMU services to obtain needed services.	Remote
Veterans Services				
	Veteran Services Officers	4	Support veterans in completing and filing claims with the Veterans Administration. Monitors claim status with VA as requested by client and supports vets with obtaining supporting documentation for claims.	Office
STARS				
	Instructors	3	Classroom instruction for STARS program.	Office
	Job Development & Placement	3	Assists STARS graduates with job placement. Works with local employers to create a network of opportunities for STARS graduates.	Office

	Case Mgr/Coordinator	2	Follows up with STARS graduates and assists them in additional needs for maintaining employment for at least 2 years after graduation.	Office
Accounting				
	Accountants	3	Supervises accounting clerks and oversees Accounts Payable, Accounts Receivable, and Budget processes.	Office
	Accounting Clerks	8	Processes invoices, purchases, and billings.	Office
	Grants	1	Assists in applying for grants and ensuring grant compliance.	Office
Medical				
	Clinical Practitioner	3	Provides primary care services on the MMU.	Remote
	MMU Nurse	2	Support clinical services provided on the MMU.	Remote
	Disease Case Management Nurse	3	Responsible for managing clients experiencing complex or catastrophic conditions such as open heart surgery, transplant, CHF, or COPD, to insure cost effective and efficient utilization of health services. She/he acts as a client advocate, seeking and coordinating creative solutions to client's health care needs without compromising quality of outcomes.	Office & Remote
	Formulary Mgmt	1	Manages drug formulary for department, reviews and approves overrides for exceptions.	Office
Eligibility Specialists				
	Financial Assistance	6	Processes initial eligibility and document processing for clients receiving direct services like financial assistance.	Office
	Indigent Funeral Program	1	Processes requests for services for indigent funeral program and elderly energy services.	Office
	MMU	2	Provides support to social worker for screening and documentation support of clients receiving services.	Remote
Clerical				
	Reception	15	Works directly in lobbies to greet and assist clients in receiving services.	Office
	Secretary/Administrative Assistant	7	Supports executive staff in various duties or performs clerical support.	Office
Other				
	Program Analysts/Contract Managers	2	Analyzes program information and metrics for trending, support of objectives, and anomalies. Assists in the development of new programs. Oversees programmatic compliance for contract vendors.	Office & Remote
	Quality Analysts	1	Performs quality checks on cases for direct services.	Office
	Client Relations	1	Manage client complaints and services issues brought to the attention of the department.	Office

Interfaces Specifications

1 Current Interfaces

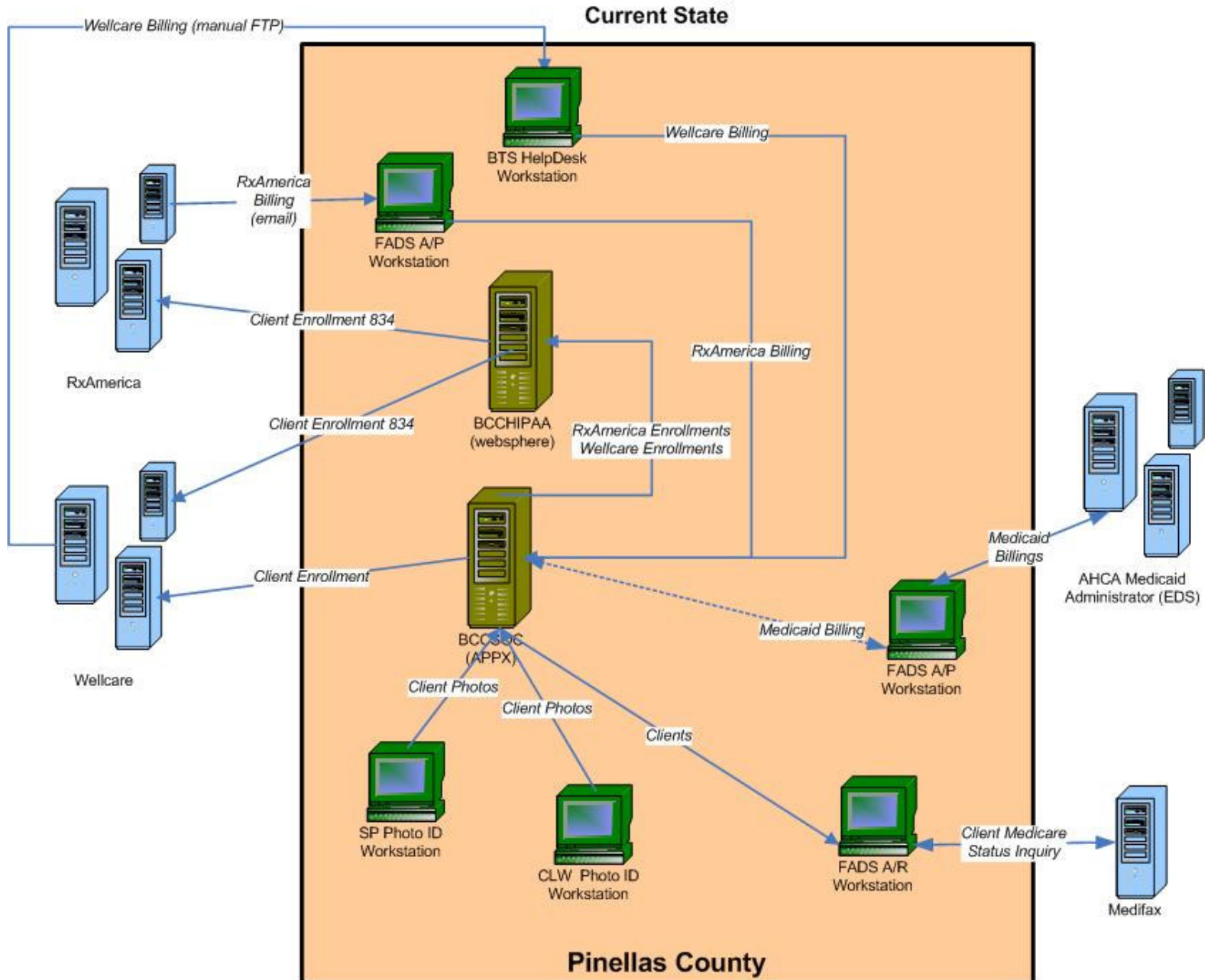
Currently HHS exchanges information with the following external entities through system interfaces:

- Wellcare: Wellcare is the 3rd Party Administrator for the PHS medical services network. It is anticipated that similar interfaces will be created between the new contractors for FY09 including specialty care network and medical home network (Health Department).
 - Enrollment
 - Billing
- RxAmerica: RxAmerica is the 3rd Party Administrator for the Albertson Pharmacies contract. Once Albertsons got bought out by Publix in Pinellas County, Publix agreed to continue the relationship.
 - Enrollment
 - Billing
- Medicaid: Medicaid suspended electronic interchange when it switched its administrator to EDS. It is expected that the interface will be reinstated before new HHS information system is in place.
 - Billing
- Medifax: HHS does batch job queries of client's Medicare status for purposes of Medicare for retroactively covered services.
 - Client enrollment status in Medicare

Internal exchanges between Pinellas County systems include the following:

- Client ID Photos: Client's photos taken at St. Pete and Clearwater for Identification Cards are sent to the BCCSOC machine for integration with APPX.
- HIPAA-Compliant Message Formats: Messages generated in APPX are sent to the BCCHIPAA machine for conversion to X12 HIPAA-compliant format before sending to Wellcare and RxAmerica vendors.

APPX and Other HHS Systems Interfaces Context Diagram



2 Desired Interfaces

Interfaces with external entities that are desired by HHS are described in Table 1. HHS Desired External Interfaces.

Table 1. HHS Desired External Interfaces

Type	#	Name	From	To	Format	Priority	Time Frame	Data
Accounting	1	Medicaid Billing	Medicaid Administrator (EDS)	HHS	HIPAA	High	TBD	Client Identifier, Svc Provider, Billing Amt
	2	Medicaid Billing	HHS	Medicaid Administrator	HIPAA	High	TBD	Client Identifier, Svc Provider, Billing Status
	3	Medical Services Billing	FL Dept of Health and Pinellas Community Health Centers	HHS	HIPAA	Med High	First release	Client Identifier, Svc Provider, Svcs Provided, Diagnosis1, 2, 3, Billing Amt, Date of Svc
	4	Pharmacy Billing	Pharmacy Administrator (currently RxAmerica)	HHS	HIPAA	High	First release	Client Identifier, Medication, Prescribing Dr, Billing Amt
	5	MedNet Billing				Low		
	6	Durable Medical Equipment				Low		
	7	CHC Pharmacy Billing				High	TBD	
	8	Dental Billing				Low		

Type	#	Name	From	To	Format	Priority	Time Frame	Data
	9	Specialty Care Billing	Universal Healthcare	HHS	HIPAA	High	First release	Client Identifier, Svc Provider, Svcs Provided, Diagnosis1, 2, 3, Billing Amt, Date of Svc
Medical Services Enrollment	10	Primary Care Services	DOH and CHC's	HHS		Med High	First release	Client Identifier, Enrollment Dates, Facility
	11	Pharmacy	HHS	RxAmerica/new Pharm Prov		Med High	First release	Client Identifier, Enrollment Dates
	12	Specialty Care	HHS	Universal Healthcare		Med High	First release	Client Identifier, Enrollment Dates
Medical Records	13	Primary Care	DOH and CHC's	HHS		Medium	With EMR Release	Patient Medical Chart
	14	Specialty Care	Specialty Care Administrator (in RFP now)	HHS		Medium	With EMR Release	Patient Medical Chart
	15	Hospital/ER	Hospital	HHS		Med High	With EMR Release	Hospital Chart
	16	Prescription-filled	RxAmerica/new Pharm Prov	HHS		High	First release	Client Identifier, Medication, Prescribing Dr

Type	#	Name	From	To	Format	Priority	Time Frame	Data
	17	Prescription Order	HHS/MMU	RxAmerica/new Pharm Prov		Med High		
	18	Lab Order	HHS/MMU	Lab Provider (Quest)		Medium		
	19	Lab Results	Lab Provider (Quest)	HHS/MMU		Med High		
	20	Regional Health Information Data Warehouse	RHIO	HHS	Unknown	Med Low	Future	Individual Client Medical Condition and Services
	21	Regional Health Information Data Warehouse	HHS	RHIO	Unknown	Med Low	Future	Individual Client Medical Condition and Services
	22	Medical Database	Medical DB Service	HHS		Medium		UpToDate (medical data), drug databases, etc
Research Data	23	Pinellas County Data Collaborative	HHS	University of South Florida	Delimited	Med High	First release	
	24	HHSCC Data Warehouse	HHS	HHSCC	Unknown	Medium	Future	Summary data exchange of Health and social services provided

Type	#	Name	From	To	Format	Priority	Time Frame	Data
Client Background	25	State MVD	State of FL	HHS	Unknown	Med Low	Future	Client Identifier, and any of the following: validation of identification, assets (vehicles, other), income, employment status, and receipt of or application for benefits
	26	SSA	SSA	HHS		Med High	Future	Enrollment status in Medicare, SS Retirement, SSDI, SSI
	27	Medifax				Med High		
	28	Accurint (3 rd party svc)				Med High		
	29	Credit Report				Medium		
	30	Other pay for service info feed				Med Low		
Homeless Services	31	HMIS	HMIS	HHS		Medium		Anonymous statistics on homeless information and services provided
	32	HMIS	HHS MMU	HMIS		Medium		Client Identifier, homeless information and services provided

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Joseph Lauro, CPPO/CPPB
Director

September 15, 2008

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: **SOFTWARE IMPLEMENTATION FOR HEALTH AND HUMAN SERVICES
DEPARTMENT- REBID**

PROPOSAL NUMBER 078-0417-P (AM)

PROPOSAL SUBMITTAL RE-SCHEDULED FOR: SEPTEMBER 30, 2008 @ 3:00 p.m.

ADDENDUM NO. 3

Following are additional information, clarifications to questions received relative to referenced Request for Proposal (RFP):

Note: ATTACHED IS A REVISED APPENDIX A.

Please remember to acknowledge receipt of this Addendum in Section G, page 28 as Addendum No. 3 and return with the completed proposal package.

Sincerely,


Joseph Lauro, CPPO/CPPB *for JL*
Director of Purchasing

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