Welcome Baby and Select Home Visitation Programs RFQ
Questions from Potential Bidders

Application Questions

1. On the application process, it looks as though the application may be for grantees and not vendors. It asks for things such as executive director’s info, etc. Is this the correct application link?

   Yes, the online application is correct. Some fields may not correspond precisely to each applicant. If your organization does not have a CEO or Executive Director, there is a “Title” field where you can enter in the exact position at the agency.

2. In the RFQ it states that the Level 2 review will narrow applications to a pool of the top 5 applicants, and the Level 3 review will narrow applications to a pool of 3 applicants. What if First 5 LA receives only 5 or fewer applications?

   First 5 LA cannot commit ahead of time to the number of applicants who will be narrowed down by the Level 2 and Level 3 reviews. By this Frequently Asked Questions document, First 5 LA hereby amends the above referenced statement in the RFQ to now state that the Level 2 review process will narrow down the number of applicants and the Level 3 review process will further narrow down the number of applicants.

3. Do you want vendors to submit a hardcopy of the entire RFQ response? Or just the signed forms?

   Only the signed forms must be submitted in hard copy, the rest of the RFQ response can be submitted electronically

4. Can you clarify which forms need to be signed and submitted in hard copy? There is a discrepancy between needing a signed Application Checklist (page 3 of the Welcome Baby and Select Home Visitation Programs Database RFQ) and/or needing a signed Application Cover Letter (page 15).

   Applicants DO NOT need to submit a signed cover letter or signed application checklist, sorry for that discrepancy in the RFQ. Applicants DO need to submit signed signature authorization and agency involvement in litigation and/or contract compliance difficulties forms.

   Required Documents

5. Regarding the Additional Required Documents from Section IX, is the intention behind requesting these documents: to evaluate technical details of a system as it
exists now; OR to evaluate technical details of the final production system that is envisioned to be rolled out as a part of Task DB-D.1?

There are 4 separate additional required documents in section IX of the RFQ that are intended to help First 5 LA understand more about the vendors ability to meet our needs with building a data system. The data models and data dictionary should be from a data system that your company has recently deployed, we do not expect that these documents will be for the future First 5 LA data system which is the subject of this RFQ since we have not provided companies with all the specifications necessary to develop these. The list of reports and assessment and screening tools should be for the system that you would intend to build for First 5 LA based on this RFQ.

6. If additional information is required to provide context for these documents, can we include this additional information as a part of these documents?

Yes you may, but please keep these to a minimum.

7. In relation to the Additional Required Documents, through the past online RFQ/RFQ submission experiences with First 5 LA, it is our understanding that all these documents are optional for private corporations. We believe this to be the case for this RFQ as well and therefore the question that we have is: “Is it acceptable if the RFQ response does not include some or all of the following documents: Annual Independent Audit, By Laws, Articles of Incorporation, Business License, and List of Board of Directors or Partners?

It is our understanding that a private corporation should be able to provide the most recent annual independent audit, articles of incorporation and their business license. The By Laws and List of Board of Directors or Partners would be required if applicable to your corporation. If for some reason your corporation does not have a recent independent audit, alternative financial statements will be accepted. Contact Mario Snow at Msnow@first5la.org if this situation applies to your corporation so he can identify what financial statements would meet this requirement.

8. The required document “Annual Independent Audit” is marked as “(if applicable)” in the list on page 18 and not so in the check list on page 19. Is it acceptable to assume this document to be marked correctly on page 18 as “if applicable?”

Yes, but if your company does not have a recent independent audit, see the answer for question # 7.

9. Is there an existing contract number for the Signature Authorization Forms or will the project name suffice?

Leave the space for contract number blank.
Database Questions

10. What do you mean by this question under “Other” in Appendix A Database: First 5 LA would like the ability to upload data system enhancements once or twice a year.

   This statement is referring to First 5 LA wanting to plan for database development that is not currently foreseen. While First 5 LA already knows most of the components that will be necessary to include in the data system, there will likely be some additional components that will need to be developed after the data system has been in use for several months.

11. In the RFQ it states “The data system will need to connect to an automated referral decision tree system.” Is the referral decision tree system a 3rd party solution the vendor should interface with or functionality the proposed solution should include?

   The referral decision tree system is a 3rd party data system that is yet to be developed, and the data system which is the subject of this current RFQ will need to interface with the referral decision tree system once it is operational.

12. In the RFQ it states “The data system should have the ability to confirm appointments with referred providers via email and SMS (aka notifications via text).” Are you referring to the ability to email the family or the provider? Would this include any provider whether or not they use the new system?

   This statement is referring to being able to confirm appointments with providers who are using the system as well as those not using the system.

13. Will the hospitals be entering any data directly into the newly chosen system? Or only be providing data to the new system via an automated data feed/integration?

   The hospital data feed will only provide the new data system with basic client information (e.g., mother’s name, child’s name, dates of birth, ethnicity, primary language, etc.) Once that information is uploaded into the new data system, the hospital staff will be entering in results of the universal assessment (1-page screening for families) and they will use the new data system to make referrals for home visitation or other services.

14. If we are connecting to a third party database, can you provide an idea of what type of information (demographics, services, medical information, etc?) needs to be brought into the new system and at what frequency?

   These specifics have not been defined at this time. It seems reasonable that the type
of information that we would want to share with a third party database would include information like demographics, services, referrals, and outcomes. The frequency of sharing this information is unknown at this time.

15. If the vendor needs to create connections to 3rd party hospital databases, does every hospital have a unique system?

That is what we expect.

16. If the system translates certain entities from the logical data model using application layer logic, will it be acceptable that parts of DDL and Data Dictionary are substituted with description of the application layer logic?

Yes.

17. For the proprietary parts of the system’s data and logic design, will it be acceptable to mark it “proprietary”? If so, will the information marked as such be treated in a different way compared to the rest of the RFQ response?

The documents that you supply in your application packet for the data and logic design that are marked proprietary will only be viewed by the external evaluators and will not be available publicly.

18. Can you provide a data sample to help us estimate the data migration? We are specifically interested in seeing a sample of the data collected at the family engagement points.

We are unable to provide a spreadsheet with a data sample at this time as we are not at a stage where we are extracting the clean data from the system, but we will include the blank forms currently used by the pilot implementation of Welcome Baby, they are located here: [http://www.first5la.org/files/Welcome Baby_Blank Forms.pdf](http://www.first5la.org/files/Welcome Baby_Blank Forms.pdf)

Billing, Invoice, and Referral Questions

19. What billable services are you providing under MAA?

The Welcome Baby and Select Home Visitation Program grantees can bill for the following: outreach, facilitating the medical application, arranging transportation, program planning and policy development and coordination.

20. How many billable services do you have (that have unique billable codes)?

This is the only program that we participate in that requires us to use codes.
21. How do you bill for TCM and MAA services? Are you sending an electronic 837 Professional or 837 Institutional to Medi-cal?

We are not currently billing via TCM. The billing is done in house and in conjunction with the Local Governmental Authority. We do intend to be able to utilize TCM billing for the home visitation providers.

22. Do you have to submit any non 837 electronic invoices? If so, what are they and can we get a copy of those invoices?

No

23. How many programs will be providing billable services?

We expect that each hospital and community based organization that is collecting data for the Welcome Baby and Select Home Visitation Program would be providing billable services. In Appendix A we show 9 hospitals and 28 community based organizations participating in the first year of this Project, all of them will be providing billable services. PLEASE KEEP IN MIND THIS NUMBER OF HOSPITALS AND COMMUNITY-BASED ORGANIZATIONS IS AN ESTIMATE AND MAY CHANGE.

24. Are you planning to have centralized billing for the initiative? If not, what will the structure be?

Yes, we are planning to have centralized billing for this initiative.

25. Approximately how many staff will be entering billable services into the system?

In Appendix A we list the estimated total number of users for each of the three years. We expect to have approximately 200 users entering billable services into the system in the first year. PLEASE KEEP IN MIND THIS NUMBER OF USERS IS AN ESTIMATE AND MAY CHANGE.

26. What is the sustainability plan after 3 years? In other words, once this contract is over, how does First 5 LA aim to support the data system?

The First 5 LA Board of Commissioners has been a strong supporter and has committed funds for the Welcome Baby and Select Home Visitation Programs through the end of our current strategic plan, which ends in 2015. While any future funding for this Program is based on the approval by the Board of Commissioners, the Board members are aware that their goals for their project require long-term efforts.
27. Is the referral mechanism expected to send an electronic referral with case file information to outside organizations who will not use the new system? If so, do you prefer the referral information be sent via an email, through some type of provider portal or another method?

The referral mechanism should be able to send referral information electronically with information from the case file to organizations that are using the new data system as well as those that are not using the system. We do not have a preference at this time for how the information is transmitted, but it must be a secure method.

28. Roughly how many clients receive services by Welcome Baby hospital staff per day?

This number is going to vary greatly depending on the hospital. At the low-end, hospitals will see 2 families per day; and at the high-end, hospitals will see 15 families per day.