



COUNTY OF LOS ANGELES

# Public Health



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October 5, 2011

Prospective Proposers:

## **ADDENDUM NO.1 TO A REQUEST FOR PROPOSAL FOR ENVIRONMENTAL HEALTH PERMIT AND INSPECTION MANAGEMENT SYSTEM AND RELATED SERVICES (NO. 44)**

On September 2, 2011, the Department of Public Health (DPH), Environmental Health released a Request For Proposals (RFP) to solicit proposals from qualified organizations for the provision of Environmental Health Permit and Inspection Management System and Related Services (No. 44).

This Addendum No. 1 is with respect to the Environmental Health Permit and Inspection Management System and Related Services Request for Proposal (RFP) (No. 44).

As indicated in the RFP, Section 1.5, County Rights & Responsibilities, the County may amend the RFP by written addendum. Addendum No. 1 is issued to provide corrections, clarifications, and answers to questions received in accordance with the RFP requirements.

### **EHPIMS RFP AMENDMENTS**

1. Attachment I is added to the RFP as County's response to questions posed at the Mandatory Proposer's Conference held on September 22, 2011 and to all vendor questions received as per RFP, Section 2.5 (Proposer Questions), by September 27, 2011 at 5:00 PM Pacific Time.
2. RFP Section 1.1.2, (EHPIMS Software Solution Goals and Objectives), third bullet from the bottom is amended to read as follows: "Document Management System (DMS) (County prefers that the Proposer's COTS DMS is compatible with the current County EMC Documentum standard)."
3. The title of RFP Section 1.36 is amended to read as follows: "Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH)".

4. RFP Section 2.8.6, (Corporate Experience and Capability (Business Proposal, Section B)), third paragraph is amended to read as follows: "Proposers who will perform all services other than Hosting Services ...".
5. RFP Section 2.8.7 (References (Business Proposal, Section C)), Sub-paragraph A (Prospective Contractor References, Appendix D (Required Forms), Exhibit D2, the second paragraph is amended to read as follows: "to the greatest extent possible, these references must include:".
6. RFP Section 2.8.7 (References (Business Proposal, Section C)), Sub-paragraph A (Prospective Contractor References, Appendix D (Required Forms), Exhibit D2, the second bullet is amended to read as follows: "For each Subcontractor that provides services with respect to the proposed EHPIMS software solution or any Third Party Software included in the Baseline Application of the proposed EHPIMS software solution: Proposer must, ...".
7. RFP Section 2.8.10 (Discussion of County's Functional Business and Technical Requirements (Business Proposal, Section F)) Section (Integration with Existing County Services (Section F.5)), the second bullet is amended to read as follows: "Describe how the Proposer's EHPIMS software solution is compatible with the County's Geographic Information System (GIS) standards (see web services guide at: <http://egis3.lacounty.gov/eGIS/wp-content/uploads/2009/02/county-of-los-angeles-gis-web-services-february-162009.pdf> for more information)".

#### **APPENDIX A (SAMPLE AGREEMENT) AMENDMENTS**

8. In the Sample Agreement, the text of Paragraph 6.5 (Directed Work) is amended to read as follows: "In the event the parties fail to agree on the amount to be paid by County for the Work requested pursuant to a Change Notice or Amendment in this Paragraph 6.4 (Terminations and Reductions), County may ..." and is moved to the end of Paragraph 6.4 (Terminations and Reductions).
9. In the Sample Agreement, the heading "Paragraph 6.5 DIRECTED WORK" is amended to read as follows: "6.5 INTENTIONALLY OMITTED".

#### **APPENDIX B (STATEMENT OF WORK) (SOW) AMENDMENTS**

10. In SOW, Task B.5 (Interfaces and Data Exchanges), the following is deleted from the first paragraph: "(see the web link for County GIS web services ([http://gis.lacounty.gov/eGIS/?page\\_id=190](http://gis.lacounty.gov/eGIS/?page_id=190))".
11. In SOW, Task D.5 (Interfaces and Data Exchanges), the following is deleted from the first paragraph: ", Attachment C2C (County EMC Documentum Standards".

#### **ATTACHMENT B2 (INTRODUCTION TO PROGRAMS, DIVISIONS AND DEPARTMENTS) AMENDMENTS**

12. Section 4.3 (Documentum Scope Statement) is amended to read as follows: "EMC Documentum is used by DPH as the County's Document Management System (DMS) standard. EHPIMS' DMS should be compatible with EMC Documentum."

### **ATTACHMENT B3 (PHASING PROFILE) AMENDMENTS**

13. Section 1.2 (Baseline Interfaces – Phase 1) is amended to read as follows: “EHPIMS software solution must have the ability to interface with County’s GIS starting with implementation in Phase 1 and will carry over to each subsequent Phase. The Baseline Interface that is listed in Table 2 must be implemented during Phase 1 and be fully functional.”
14. Section 1.2 (Baseline Interfaces – Phase 1), Table 2 (Phase 1 Baseline Interfaces) is amended to read as follows:

<b>Phase 1- Baseline Interfaces</b>	
<b>Interfaces / Integrations</b>	<b>Database Name/Reference</b>
County’s GIS	Please see web services guide at: <a href="http://egis3.lacounty.gov/eGIS/wp-content/uploads/2009/02/county-of-los-angeles-gis-web-services-feburary-162009.pdf">http://egis3.lacounty.gov/eGIS/wp-content/uploads/2009/02/county-of-los-angeles-gis-web-services-feburary-162009.pdf</a>

15. Section 2.1.2 (Baseline Interfaces – Phase 2A), is amended to read as follows: “County’s GIS implemented during Phase 1 will be accessible to the users included in Phase 2A and subsequent Phases. There are no additional interfaces to be implemented during Phase 2A.”

### **APPENDIX C1 (FUNCTIONAL BUSINESS REQUIREMENTS) AMENDMENTS**

16. Section 9.2.1 is amended to read as follows: “System shall be able to use the County’s routing services based upon ESRI (version 9.3.1 or higher) to find driving directions to inspection site. (For routing specifics, please see web services guide at <http://egis3.lacounty.gov/eGIS/wp-content/uploads/2009/02/county-of-los-angeles-gis-web-services-feburary-162009.pdf> ).”

### **APPENDIX C2 (TECHNICAL REQUIREMENTS) AMENDMENTS**

17. Section 14.1 is amended to read as follows: “Intentionally Omitted”.
18. Section 14.2 is amended to read as follows: “Intentionally Omitted”.
19. Section 15.4.1 is amended to read as follows: “System integrates with the County’s routing services based upon ESRI (version 9.3.1 or higher).”
20. Section 15.5.1 is amended to read as follows: “System’s DMS is compatible with the County’s EMC Documentum standards (see Appendix C2, Attachment C2C (County EMC Documentum Standards)).”

## **APPENDIX D (REQUIRED FORMS) AMENDMENTS**

21. In Exhibit D11 (Pricing Sheet), SECTION 6: BASELINE CUSTOMIZATIONS AND BASELINE INTERFACES WORKSHEET, in Table H under Technical Requirements, the following is deleted: "(Documentum Integration)".

As indicated in RFP, Section 1.5 County Rights & Responsibilities, Addendum No. 1 has been posted on the Los Angeles County Website at <http://camisvr.co.la.ca.us/lacobids> and <http://publichealth.lacounty.gov/cg/index.htm>. Additionally, addenda shall be e-mailed to each person or organization which County records indicate attended the Mandatory Proposers Conference.

Thank you for your interest in contracting with the County of Los Angeles. Except for the revisions contained in Addendum No. 1 there are no other revisions to the RFP.

**REQUEST FOR PROPOSALS (RFP) FOR EHPIMS AND RELATED SERVICES**  
**ATTACHMENT I**

**ANSWERS TO PROPOSERS QUESTIONS**  
**SUBMITTED AT THE MANDATORY PROPOSERS CONFERENCE**  
**AND BY SEPTEMBER 27, 2011**

1. Question: Can the County make available the sign-up list for the pre-bid meeting?

**Answer:** The following companies attended the EHPIMS mandatory proposers conference. The company name is listed as it appeared on the sign-in sheet.

- A & K Computer
- Accela, Inc
- Accenture
- Capita
- Decade Software Co.
- EnerGov
- Garrison Enterprises, Inc
- Health Space
- Info Strat
- Solution West
- Steton

2. Question: Can the County make available the names of attendees at the mandatory Pre-Proposal Conference on September 22, 2011?

**Answer:** Yes. Please see answer to question number 1.

3. Question: Can we add comments to the functional, technical, or security requirements?

**Answer:** The Proposer's response to functional, technical and security requirements are expected to be "Yes, Modification and No". Please see definition of such terms in Appendices C1 (Functional Business Requirements), C2 (Technical Requirements) and C3 (Security Requirements). However, in Appendix C3 the Proposers are required to indicate compensating controls, if requirement is not met.

4. Question: List top significant new requirements from last bid? What are the major differences between this RFP and the previous one?

**Answer:** Questions will only be addressed as they relate to our RFP No. 44.

5. Question: Last year's bid was a lot of work and cost. How can we be assured a contract will be fulfilled / awarded?

**Answer:** RFP, Section 1.10, Final County Award by the County's Board of Supervisors, provides "The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract." RFP, Paragraph 1.12, County Option to Reject Proposals, provides "The County shall

not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal." However, it is County's intent to complete the RFP solicitation process and award a contract. The department is committed to this project.

6. Question: Would you please extend the date to submit questions by (1) one week?

**Answer:** No.

7. Question: Will the County reveal all individuals (and their titles) that comprise the EHPIMS evaluation committee?

**Answer:** No.

8. Question: Company Requirements: can you be qualified to bid without "EHPIMS" product, but with proven software that meets your RFP and has public sector experience? Will the County disqualify a potential vendor if their previous experience is with other governmental departments but includes Licensing, Permitting, Inspections and similar sophisticated workflow related processes as the Department of Public Health and Environmental Health? For example, if the vendor has a state-of-the-art GIS Centric application architected to manage sophisticated workflow processes as defined and can demonstrate these capabilities within their RFP response (fully articulated in the Yes / No answers of Exhibit D-1), will the County have discretion to "Pass" said vendor to Stage 2 of the procurement process? Reference: RFP, Section 1.4, Minimum Mandatory Requirements; Section 1.4.3

**Answer:** The Minimum Mandatory Requirements (MMRs) are specific to the services needs of the County. The MMRs were carefully developed to solicit needed services from qualified Proposers. The County will disqualify Proposers that do not meet all of the MMRs, including MMR 1.4.3 "Proposer must have successfully implemented an EHPIMS software solution in at least one (1) Environmental Health Agency within the continental United States, having a minimum of fifty (50) employees, with multiple field office locations. The EHPIMS software solution must have been fully operational for a minimum of six (6) months from the date of issuance of this RFP".

9. Question: What is the total number of employees conducting inspections?

**Answer:** Approximately 450 employees.

10. Question: What is the total number of inspections per year?

**Answer:** Approximately 400,000 inspections per year.

11. Question: What software (if any) does the current staff use to track their appointments and/or emails?

**Answer:** The Department of Public Health currently uses GroupWise for appointments and emails.

12. Question: What is the County's desired project commencement date?

**Answer:** RFP, Section 1.6, Contract Term, states that the term of the resultant Agreement shall commence on the first day following Board approval and Director of DPH execution. It is the County's intent to select a vendor in approximately early spring 2012. However, the negotiation process and Board approval will take several more months. It is the County's intent to commence the resultant Agreement in approximately early fall 2012.

13. Question: Can you provide the RFP documents in MS Word?

**Answer:** No. Please note that the RFP posted on the Los Angeles County Website (<http://publichealth.lacounty.gov/phcommon/public/uploadpage/uploadtabledisplay.cfm?uploadid=383&unit=cq&prog=admin&ou=ph>) includes the following Appendices in MS Word:

- Appendix C1 – Functional Business Requirements
- Appendix C2 – Technical Requirements
- Appendix C3 – Security Requirements
- Appendix D – Required Forms

14. Question: Page 45 of the RFP states "Indicate all exceptions to the Sample Agreement by providing a 'red-lined' version of the paragraphs in question." To aid vendors in this task, can the Department please provide the RFP's Sample Agreement and Statement of Work in MS Word? **Reference:** RFP, Section 2.8.13, Paragraph C

**Answer:** No. Please see answer to Question number 13.

15. Question: What are the "County designated holidays"? **Reference:** RFP, Section 1.8 page 13

**Answer:** Los Angeles "County designated holidays" dates are modified every year so that the actual holiday "employee day off" occurs during the work week. For the calendar year of 2012, the "County designated holidays" are:

- Monday, January 2, 2012 is New Year's Day
- Monday, January 16, 2012 is Martin Luther King's Birthday
- Monday, February 20, 2012 is Presidents' Day
- Monday, May 28, 2012 is Memorial Day
- Wednesday, July 04, 2012 is Independence Day
- Monday, September 3, 2012 is Labor Day
- Monday, October 8, 2012 is Columbus Day
- Monday, November 12, 2012 is Veterans' Day
- Thursday, November 22, 2012 is Thanksgiving Day
- Friday, November 23, 2012 is Day after Thanksgiving
- Tuesday, December 25, 2012 is Christmas Day

16. Question: Due to the size and complexity of this project, will the Department please grant a two-week extension of the proposal due date?

**Answer:** No.

17. Question: RFP document, Section 2.8.7, References, Section A, Prospective Contractor References, Appendix D (Required Forms), Exhibit D2, page 35 states "Proposer must provide a maximum of twelve (12) references." Does the Department have a minimum of such references required for submission? **Reference:** RFP, Section 2.8.7, References, Section A, Prospective Contractor References and Appendix D, Required Forms; Exhibit D2

**Answer:** There is no minimum to the number of references a Proposer should provide in Exhibit D2 (Prospective Contractor References). However, as stated in RFP, Section 2.8.7, at the end of Paragraph C, "County may disqualify a Proposer if: references fail to substantiate Proposer meets the mandatory minimum requirements and/or description of the goods and services provided; or references fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel; or DPH is unable to reach at least three (3) references within three (3) attempts per reference."

18. Question: RFP, Section 2.8.8, Financial Statements (Business Proposal, Section D), last paragraph, page 37 states: "Financial statements will be kept confidential in so noted on each page." Can vendors separate this section and submit the information in a sealed envelope for reasons of confidentiality? **Reference:** RFP, Section 2.8.8, Financial Statements

**Answer:** No. As indicated in the RFP, Section 2.8.8 "Financial statements will be kept confidential if so noted on each page."

19. Question: RFP, Section 3.4.1 (Demonstrations), page 51 states "Proposers will be required to demonstrate their proposed EHPIMS software solution by using a County pre-defined demonstration scenario script which will be provided to each selected Proposer at least one (1) week prior to the Proposer's scheduled demonstration to be determined by the County." Will the County assure that each vendor invited to the presentations is given exactly the same amount of time from the time of their receiving notice to the time that their demonstration takes place?

**Answer:** Yes, the County will assure that each vendor invited to perform a demonstration of their proposed EHPIMS software solution is given exactly the same amount of time to prepare their presentation based on the pre-defined demonstration scenario script.

20. Question: RFP document, Section 3.4.3 (Demonstrations), page 51 states "During and after the demonstrations, County will evaluate the use and flexibility of the ....". How is the County going to make this determination after the actual presentations have been given by each of the vendor finalists? **Reference:** RFP, document, Section 3.4.3, Demonstrations

**Answer:** The County has developed a pre-defined evaluation tool to be used specifically to evaluate the ease of use and flexibility of the proposed EHPIMS software solution. As stated in RFP, Section 3.9, the Demonstration Evaluation for Proposer's Software Ease of Use of Flexibility (Stage 3 – Demonstrations) will be weighted 10% of the overall score.

21. Question: Is it the County's expectation that the system will have its own, embedded robust Document Management System?

**Answer:** Yes, the County expects to see a document management system as part of Proposer's EHPIMS software solution.

22. Question: Does functional business requirement mean that users should not see data from programs not assigned to them? Also, the phrase "allows Authorized Users to assign or reassign", is used throughout the RFP. Does this denote the need to assign these privileges to any role, or does the Administrator have these privileges?

**Reference:** Appendix C1, Section 2.4.3

**Answer:** RFP, Appendix L (Glossary) defines Authorized Users as "The Users that have access to functionality and information as based on their security level assigned by Environmental Health". The minimum mandatory requirement in RFP Section 1.4.6 states, "The proposed EHPIMS software solution must support role-based security where groups are assigned specific sets of privileges and Authorized Users are able to associate each User to their appropriate group." Some of these privileges will be assigned to an administrator (e.g., setting up Users or modifying User privileges). Different User privileges will be assigned by an administrator to each individual User or type of User. System privileges should be assigned to Users based on the specific functions the County wants that User to perform.

23. Question: Does the requirement to search archived data infer a User interface within the system, or is the ability to perform a database query or report that retrieves the information sufficient? **Reference:** RFP, Appendix C1, Section 2.6.1–2.6.2

**Answer:** RFP, Appendix C1, Functional Business Requirement, Section 2.6.1 states, "System provides ability to use multiple criteria when searching data (including archived data). Example search criteria: date range, key word, sites, permit number, parcel number." The County anticipates that non-technical Users (e.g., retail food inspectors) would be able (given the appropriate security level) to utilize the proposed solution to search and view archived data in its original form without additional training or technical knowledge.

24. Question: Is the definition of appointments the same as a list of pending inspections and services? The difference could be that the appointment is made with the facility operator while a scheduled list of inspections and services is made without interfacing with the facility operator. **Reference:** RFP, Appendix C1

**Answer:** RFP, Appendix C1, Functional Business Requirements, Section 2.1 (Data Capture) refers to several different types of appointments that are external to the type of site and/or inspection data being tracked in EHPIMS. These external appointments are fixed in time (e.g., making an appointment with a facility operator for a specific time or a recurring mandatory Wednesday staff meeting). Pending inspections and services should be scheduled around these types of external, fixed appointments. As external, fixed appointments are added or modified, then the pending inspections and services will have to be scheduled around these types of appointments.

25. Question: Please provide a workflow detailing exactly what needs to happen when "Authorized Users manually enter permit numbers for permit applications". **Reference:** RFP, Appendix C1, Section 3.5.2

**Answer:** A detailed workflow will be provided during the implementation of Phases 1 and 2. The permit and payment process for new sites will remain manual until the completion of Phase 3. During Phase 1 and 2, Treasurer and Tax Collector (TTC) will provide Environmental Health with new permit applications, for new sites (e.g. restaurants) which already include pre-printed permit numbers. The permit number for each site and the site information (e.g., restaurant name, address, owner information, etc.) will then be entered into EHPIMS manually.

26. Question: Please define 'Document Archiving'. It is the export of a report generated using data stored within the EHPIMS to a PDF? **Reference:** RFP, Appendix C1, Section 8.5

**Answer:** Document Archiving relates to scanned documents and pictures stored in the Proposer's Document Management System (DMS). Occasionally, due to storage space restrictions or accumulation of stored documents which constrain queries or business functions, documents must be stored somewhere outside the live production storage of the DMS.

27. Question: Throughout the RFP, there are references to the "DPH website", "LA County website (<http://lacounty.gov>)" and "LA County Public Health website". Do all of these reference the same website? **Reference:** RFP, Appendix C1, Appendix C2

**Answer:** All of the website references throughout the RFP refer to the same website. The LA County website in general has multiple levels of standards and protocols listed in Attachment C2A (County Web Site Content Guide) to which new public facing web pages must conform. However, any references to the County GIS website, such as those in Appendix C2 (Technical Requirements) Section 15.4 (County of Los Angeles Enterprise GIS Program) refer to specific County-supplied GIS functions which the proposed EHPIMS software solution must utilize.

28. Question: Does this functional business requirement mean that the exception applies to user-generated appointments (e.g., staff meetings like the example given) or system-generated appointments (e.g., routine inspections), or both? Please provide a detailed example of this requirement. **Reference:** RFP, Appendix C1, Section 1.2.3

**Answer:** This functionality only applies to User generated appointments.

29. Question: Does this requirement imply that there must be a list maintained of all future inspections for a regulated facility? Our proposed EHPIMS solution offers a table containing business logic that is used to reschedule an inspection based on the results of the current (just-completed) inspection. We don't build a table of future inspections... we use master records to determine the exact next event. Is this approach acceptable to the County to fulfill this requirement? **Reference:** Appendix C1, Section 1.2.5

**Answer:** No, County does not require that there must be a list maintained of all future inspections.

30. Question: This requirement implies there is a need for inspection end date. Please provide a real-world example of when and inspection requires and end date. We understand the need for the EHPIMS solution to accommodate and end/stop time, but not an end/stop date. **Reference:** Appendix C1, Section 1.7.2

**Answer:** Although some start and end dates will be the same date, there are instances that require the system to leave the end date open until the task is completed. For example; a Food Borne Illness investigation may take more than one day to be completed.

31. Question: The Incomplete Parcel Change Report lists Old Parcels and New Parcels. In what ways does this reference or impact the EHPIMS? What does the “partial” change reference? **Reference:** RFP, Attachment C1C, Item 1.2.2

**Answer:** Currently County updates the system manually to include new or changed parcels. This report is an indicator of County’s expectation for updating Assessor Parcel Numbers (APNs), using County GIS data, on a regular basis.

32. Question: What is PH Data Entry? Is this a count of the numbers of records changed, deleted, added? What does Interim, Exempt, and Add Except mean? **Reference:** RFP, Attachment C1C, Item 1.2.3

**Answer:** This is a report used by TTC to summarize their monthly data entry statistics. Detailed information about the fields will be provided to the selected Proposer.

33. Question: These functional business requirements describe surveys in different languages and modes of survey. Please describe, in greater detail, how the County uses surveys, what data is collected, and how it’s used by the Information System. What are the preferred and allowable modes of surveys? **Reference:** RFP, Appendix C1, Sections 2.1.19 and 2.1.20

**Answer:** Currently Toxic Epidemiology Program within Environmental Health Department uses surveys to collect desired information related to various environmental assessments. Most environmental assessments are unique and require surveys with different questions and responses. Gathering survey responses and reporting on them is essential to their assessments. County would like to gather survey responses from the public via the internet. Currently survey responses are gathered and entered manually into the legacy system.

34. Question: Does this requirement imply that the scheduled job shall be released without user intervention? **Reference:** RFP, Appendix C1, Section 2.6.3

**Answer:** Appendix C1 (Functional Business Requirements), Section 2.6.3 does not require that the scheduled job be released without User intervention.

35. Question: In regard to the minimum mandatory requirements, does the term “Proposer” mean the collective team (e.g., including Subcontractors)? This is asked because some of the requirements make a distinction.

**Answer:** As specified in Sections 1.4.4, 1.4.5 and 1.4.7 of EHPIMS RFP, the Proposer or Proposer's Subcontractor may satisfy County's MMRs regarding Hosting. All other MMRs relate only to the Proposer, not the Proposer's Subcontractor.

36. Question: For project Phase 1, what DPH website functionality is expected? **Reference:** Appendix B, Subtask B.2.1.

**Answer:** Examples of information to be published to LA County Public Health website for Phase 1 is included in RFP, Appendix C1, Functional Business Requirement, Section, 11.1. These items pertain to the programs being transitioned to EHPIMS as part of Phase 1.

37. Question: Can you explain Pool Dollars and how gap analysis work together?

**Answer:** As specified in RFP, Appendix B (Statement of Work), Subtask B.1.1 (Review, Confirm and Finalize Requirements), any additional requirements identified beyond those specified in the SOW or in the Requirements Appendices will be analyzed and documented. These additional requirements, if any, will be subject to the change control process described in RFP, Appendix A (Sample Agreement), Section 6.0 (Change Notices and Amendments) and will result in an agreed-to final set of Requirements Appendices. Pool Dollars are used to pay for Change Notices which contain Additional Work beyond the scope of work defined within the RFP. The cost for all requirements specified in the SOW, the Requirements Appendices, and all other parts of the RFP must be included in the fixed price Cost Proposal; therefore, by definition, anything contained in the original RFP is not Additional Work requiring Pool Dollars.

A gap analysis will identify the primary differences between the final set of Requirements Appendices and the Core Application. The gap analysis will form the basis for the Phase 1 design by identifying which parts of the Core Application will require Baseline Customizations and which parts require configuration of Baseline Application components.

Please see the definition of Pool Dollars in RFP, Appendix A (Sample Agreement), Section 8.5 and the definition of Additional Work in RFP, Appendix A (Sample Agreement) Section 5.1.4.

38. Question: What roles will the County play in data clean-up and consolidation prior to migration of the data to the new system?

**Answer:** Data conversion will be conducted in Phases 1, 2 and 3 as specified in Tasks B.4, C.4 and D.4 of Appendix B (Statement of Work). As part of the data conversion plan, Contractor will include the scope of conversion activities including data cleanup, data scrubbing, data merging, and County's and Contractor's roles and responsibilities. To the greatest extent possible, data clean-up and consolidation should be performed programmatically by the Contractor.

39. Question: Is the County interested in Computer Base Training (CBT) for staff's use in the future? CBT is a video recording of the County's specific configurations for future use that augments traditional live trainings sessions.

**Answer:** Yes, CBT may be proposed for future ongoing training that augments live trainings sessions.

40. Question: Regarding data migration/conversion the County has noted legacy systems that will be required for conversions, but also references “others”. How many total legacy databases will be converted?

**Answer:** The databases specified in Sections 1.5, 2.1.5, 2.2.5, and 3.5 of Attachment B3 (Phasing Profile) are to be converted during assigned phases. Data conversion information (database names, descriptions/purpose, types, and number of records/size of database to be converted) is also included in Attachment B3.

41. Question: This section of the Statement of Work refers to an “offline version of the system”. Please confirm whether this is, or is not, describing field inspection software.  
**Reference:** RFP, Appendix B, Subtask B.2.1

**Answer:** RFP, Appendix C1, Functional Business Requirement, Section 2.2 (Data Capture in Offline Mode) specifies the data to be captured in offline mode. This describes field inspection software.

42. Question: Is it the expectation that training during phase 2 will be conducted using multiple trainers that will train at multiple locations or will training occur at one central office being spread out over several weeks? **Reference:** RFP, Section 2.8.9

**Answer:** RFP, Appendix B (Statement of Work), Tasks B.8, C.8, and D.8 refer to training in the three Phases. One of the County Responsibilities outlined in these sections is “Providing a large physical classroom for trainings (training room contains space and internet connectivity for 30 people)”. The County’s intention is that the classroom for training will be in the same room in which the EHPIMS Mandatory Proposers Conference was conducted. The County is unable to provide multiple additional training locations. All training, therefore, including training during Phase 2, must be sufficiently spread out over time to accommodate training in the single room which is available.

43. Question: In our experience, financial data conversion is best implemented with a single balance forward record for each account or a strict cut-over with limited financial data. Please confirm that this approach is acceptable to the County. **Reference:** RFP, Appendix B, Subtask D.2.1

**Answer:** The County cannot commit to a financial data conversion strategy at this time. However, the County is very interested in evaluating financial data conversion alternatives and pursuing an appropriate strategy that does not inhibit business continuity through the transition to EHPIMS and beyond.

44. Question: Please confirm that all data to be converted from the existing EHMIS system and others exist in an electronic format and that no non-electronic information is intended for input into the new EHPIMS system by the selected vendor.

**Answer:** Unless conversion errors occur that are due, in whole or in part, to any actions or omissions of the selected vendor, the County will not require the selected vendor to manually input conversion data from any data conversion source.

45. Question: Is it the expectation of the County that the e-mail be transmitted through the proposed system or through the user's e-mail client (e.g., GroupWise)? **Reference:** RFP, Appendix C1, Section 5.2.3

**Answer:** The email should be transmitted through the proposed EHPIMS software solution. The email address of the sender should be his/her County email address, so that email replies can be received in the sender's GroupWise inbox.

46. Question: This requirement implies that some payments will be processed by TTC following Phase 3. Please explain what role TTC will have in receiving payments following Phase 3. **Reference:** RFP, Appendix C1, Section 7.4.1

**Answer:** The Treasurer/Tax Collector employees will utilize the proposed EHPIMS software solution to receive payments made to Environmental Health following the implementation of Phase 3. This includes mailed payments and electronic payments received through Link2Gov.

47. Question: Please confirm that all of the functions described in this section are supported by the County GIS API. Also, are the results (e.g., Map Viewer) available in a browser (as opposed to a native viewer)? Reference: Appendix C1, Section 9.0

**Answer:** RFP, Appendix 1 (Functional Business Requirements), Requirement 9.1.1 states, "System includes an interactive map viewer that can display inspection and County GIS data." Proposers are expected to use County GIS Web Services to obtain GIS-related information. The County of Los Angeles, Enterprise GIS Program, Web Services Guide can be found at:

<http://egis3.lacounty.gov/eGIS/wp-content/uploads/2009/02/county-of-los-angeles-gis-web-services-feburary-162009.pdf>

NOTE: All links to the County's GIS web services guide within the RFP issued on September 2, 2011 are incorrect. Please use the link above to view or download the web services guide. This basic web services guide is just a fraction of the functionality available through the County's GIS web services. Further discussions on leveraging the County's GIS web services can be addressed during Phase 1.

48. Question: How many different application/transaction types (permits, licenses, complaints, etc.) does the Department expect to have configured as part of the new system implementation?

**Answer:** The County is unable to answer this question because the definition of "application/transaction types" is too vague. Appendix C1, C2, and C3 contain all the functional, technical, and security requirements for EHPIMS.

49. Question: In the data tables provided in the RFP, please indicate which fields LA County will need to manage under HIPAA. **Reference:** RFP, Attachments B4 through B8;

EHMIS Data Dictionary; EH Data Dictionary; TTC Data Dictionary; Tobacco Program Data Conversion; Toxic Epi CALL Data Dictionary

**Answer:** County will not identify individual fields that need to be managed differently due to HIPAA regulations. The County requires system-wide compliance with HIPAA and HITECH throughout the life of the Agreement.

50. Question: As part of meeting HIPAA regulations, will LA County consider isolating the selected software solution on a separate and secure network and managing PHI, if any, through access controls or other HIPAA approved security measures? **Reference:** RFP Section 1.36

**Answer:** No, a separate and secure network for managing PHI is not acceptable. The security requirements, including access controls, are listed in RFP, Appendix C3 (Security Requirements). The County requires system-wide compliance with HIPAA and HITECH throughout the life of the Agreement.

51. Question: Prior to contract signing, will LA County release a statement on the scope of information that will require special security treatment to comply with HIPAA regulations? **Reference:** RFP, Section 1.36

**Answer:** Please see answer to question number 49.

52. Question: The RFP requires an API by which the County Web Site may interface. Does this imply that the public facing Interfaces shall be presented via existing County web sites and the Proposer only provides access to data / transactions through the API? Or is Proposer expected to provide all interfaces?

**Answer:** As specified in RFP, Appendix C2 (Technical Requirement), Section 15.3.1, "System includes Web Services API to integrate with County of Los Angeles Public Website". However, the County will entertain other methods suggested by the Proposers for providing information to the public through the County of Los Angeles Public Website. In any event, the content delivered to the public must conform to Attachment C2A (LA County Website Content Guide).

53. Question: When responding to security requirements, in some cases the response may differ when assessing different parts of the proposed system. For example, the public facing interfaces versus the back office interfaces. How should the Proposer respond in these cases?

**Answer:** The Proposer should respond as relates to the system in its totality. For instance:

- A "Y" response would indicate that the requirement is met throughout the system as part of the Current COTS Release (no custom programming).
- An "M" response would indicate that meeting the requirement system-wide will require custom programming of the Current COTS Release, and that the modification cost is included in the proposal price.
- An "N" response would indicate that the requirement cannot be met system-wide.

54. Question: To recommend the best hardware configuration, especially as it relates to the replication of field collected data, please provide the following: **Reference:** RFP, Appendix C2, Section 10.1

- a. What is considered by most folks in the County as the greatest number of inspections that could be conducted by a single inspector in one day? For example, is it common knowledge that an inspector could conduct no more than ten inspections in a day? If not ten, 15?

**Answer:** Depending on the type of activity the number of field visits per day can vary from one to as many as 25 per day. Please note that this is an approximate number and is subject to change.

- b. The CalCode inspection requires roughly 60 observations to be accounted for during an inspection (each item being accounted for falling into one of the following states: In Compliance, Out of Compliance, NA, NO, etc.). What is the number of inspectors that conduct CalCode inspections and what is the number of items for which they must account?

**Answer:** Approximately 300 inspectors could utilize CalCode on any given day. There are 103 observations on our current food inspection report. Please note these are approximate numbers and are subject to change.

- c. What is the typical number of retail food inspections conducted by an inspector in a single day?

**Answer:** Depending on whether it is original or revisits inspection the number of retail food inspections can range from 3 to 12 on a single day. Please note these are approximate numbers and are subject to change.

- d. What is the projected number of pictures to be taken during a food inspection?

**Answer:** This is difficult to project since currently County does not track this information.

55. Question: This requirement allows for third-party software/hardware to support OCR capability. Is the proposer expected to include these costs in our cost proposal?

**Reference:** RFP, Appendix C2, Section 8.3.2

**Answer:** Yes.

56. Question: Please describe in more detail. **Reference:** RFP, Appendix C2, Technical Requirements; Requirement 15.7.1.1

- A. The protocols for scheduling, gathering, marking, and processing of various samples sent to LIMS systems such as the Agricultural Commissioner Weights and Measures Lab and the Public Health Laboratory System.
- B. The desired level of integration between EHPIMS and external LIMS (such as having EHPIMS print sample labels and submittal forms)

**Answer:** RFP, Appendix C2 (Technical Requirements) Requirements 15.7.1.1 and 15.7.2.1, include only the sending and receiving of data on a real time basis between

EHPIMS and the Agricultural Commissioner Weights and Measures Lab and the Public Health Laboratory System.

57. Question: Is there a diagram depicting the current architecture of the existing EHMIS legacy system? Is there a system architecture / technology stacks requirement for the proposal?

**Answer:** There is no diagram depicting current architecture of the EHMIS legacy system. Technical requirements are listed in Appendix C2 (Technical Requirements).

58. Question: Does the County require/expect a process which does not require admin participation? For example, a “Forgot my password” link which generates an e-mail to a matching e-mail address previously stored with the account? Does requirement 2.4 imply that this is NOT an automated function? **Reference:** RFP, Appendix C3, Section 1.18 and 2.4

**Answer:** In Appendix C3 (Security Requirements) the County is asking for both the ability for the User to reset his or her own password and the ability to assign Users to an administrative function to reset passwords for other Users.

59. Question: This requirement uses the phrasing “site-specific.” Does this indicate a geographic restriction such that Bob in the Downtown office can only manage accounts for users in the Downtown office? **Reference:** RFP, Appendix C3, Section 2.3

**Answer:** The term “site-specific” in this case refers to an Environmental Health program or district office (e.g., an “administrator” in a program or district office can only manage accounts for Users in their program or district office). This is not necessarily a geographical restriction. Some programs will require their data be protected from Users outside of the program.

60. Question: Please provide more information about this requirement and the security concern. We seek this elaboration as our proposed EHPIMS solution is implemented as a “Smart Client” application. It is Webbased, but does not use a browser or traditional browser-based development techniques (e.g., javascript). In some cases, the security concern expressed by certain requirements seems to imply an assumption that the solution will be browser-based. **Reference:** RFP, Appendix C3, Section 4.6

**Answer:** This requirement is for devices not part of the domain. An example is a digital certificate being installed on a stand alone system. A smart client would provide system authentication, but there is a concern about the ability of someone using the smart client and installing it on another machine.

61. Question: Please provide more information about this requirement. What is “Information” and “Incorrect” in this context? Reference: Appendix C3, Section 7.1

**Answer:** File Integrity Monitoring is an accepted best practice for security and compliance and is also a requirement for NIST SP 800-53, File Integrity Monitoring Requirements. Files are scanned initially to create a cryptographic hash baseline. Then, the file is periodically checked against its known original good hash and any changes to the file are detected and logged for further review.

For best results, file-integrity monitoring should always be combined with other sound security practices such as log analysis, anti virus, firewalling and intrusion detection/protection systems, remote logging, and keeping hosts up to date with the latest vendor security patches.

62. Question: Please expand on the specific requirement (or an example of a common system requirement) which would prevent information from being accidentally overwritten. Is this referencing something as simple as a prompt such as, "Are you sure Y/N?" We seek these answers as our proposed EHPIMS solution is implemented as a "Smart Client" application. It is Web-based, but does not use a browser or traditional browser-based development techniques (e.g., javascript). In some cases, the security concern expressed by certain requirements seems to imply an assumption that the solution will be browser-based. **Reference:** RFP, Appendix C3, Section 7.2

**Answer:** Transaction isolation can help prevent accidental overwrites of the transaction data by an application program of another transaction. If an application program of one transaction overwrites the data of another transaction, the results often are not immediately apparent; the erroneous data can be written to a database and the error may remain undetected until later, when it may be impossible to determine the cause of the error.

63. Question: Is it acceptable to point to the network Transport Layer as the satisfier of this requirement? **Reference:** RFP, Appendix C3, Section 7.3

**Answer:** Yes.

64. Question: Security requirement 15.6 reads (in part), "...However, if the data between the County and the contractors transmitted over a public network (e.g., the Internet), the Contractor must deploy a site-to-site VPN for the traffic between the County and the Contractor and must conform to County site-to-site VPN specifications. ISAKMP and IPSEC configuration parameters must support AES 256. All IP addresses traversing through Site-to-Site VPN tunnel must be translated to public IP address(es) owned by contractor/partner. LA County cannot accept private IP address over VPN tunnels." Would such a VPN be established from the hosting environment to EACH district office – OR- to a centralized switch which covers all County access (regardless of district office). **Reference:** RFP, Appendix C3, Section 15.6

**Answer:** A VPN will be established to a centralized switch which covers all County access.

65. Question: This requires the proposer to host the solution in a single secured location within the continental United States. Will the County require hardware dedicated to the solution, or can the hardware be shared with other vendors or applications? If the hardware can be shared, what are the restrictions as to the security precautions, or the other vendors or applications sharing the hardware? **Reference:** RFP Section 1.4.4

**Answer:** The County does not require dedicated hardware. Whether or not on dedicated hardware, controls must be in place to prevent unauthorized access.

66. Question: Does the County expect Maintenance and Support Services to include continued software modifications/patches for discontinued products? **Reference:** RFP, Section 2.8.12 and Section 17.0 of Sample Agreement

**Answer:** The Contractor is required to provide Maintenance and Support Services for the entire System. To the extent that the System includes discontinued products, the contractor must support them in accordance with Maintenance and Support Services as described in the Appendix A (Sample Agreement).

67. Question: Does the Department currently have Adobe Acrobat X licenses or Adobe Acrobat 9 licenses that can be upgraded to Acrobat X? If so, do all the plan review personnel have licenses allocated to them for Acrobat Pro? If not, does the Department have a volume price agreement or government rate agreement for the Adobe suite of products?

**Answer:** County assumes that “plan review personnel” means those County workers responsible for review/acceptance of the selected vendor deliverables as defined in Appendix B (Statement of Work). If this assumption is correct, then the “plan review personnel” currently do not have access to Adobe Acrobat X. County will consider this upgrade during the negotiation process with the selected vendor.

68. Question: What versions of the ESRI GIS system is the agency currently using? Will the Department have ARC GIS Server 10 deployed for this implementation? What license agreements does the Department have with ESRI, ELA, etc? Does the Department wish to also have GIS in the field in an off line mode?

**Answer:** ArcGIS Server 10 has recently been deployed by LA County. The selected vendor will leverage the County GIS services without purchasing additional licenses. There is no requirement to have GIS available in the field in an offline mode.

69. Question: If the proposing vendor’s system is architected to be a cloud based application, will the County entertain entering into a hosting contract separately with a 3<sup>rd</sup> party hosting provider (i.e. Amazon, Azure, Rackspace.com, etc.)? As a point of reference, the County may be provided more favorable pricing thus saving the County for hosting a cloud compliant application. **Reference** RFP Section 1.4, Minimum Mandatory Requirements; Section 1.4.5

**Answer:** No. The Proposer or the Proposer’s Subcontractor is responsible for the hosting. Subcontractor hosting arrangements are acceptable subject to the conditions in the RFP. A separate third party hosting contract is not acceptable.

70. Question: Does this technical requirement mean that applications that are not browser-based will be excluded from consideration? Are Web-based applications acceptable?  
**Reference:** Appendix C2, Section 2.4

**Answer:** Web-based applications that are not browser-based are not excluded from consideration as the EHPIMS software solution.

71. Question: RFP document, Section 2.8.11, Discussion of County's Security Requirements (Business Proposal, Section G), HIPAA and HITECH Act (Section G.4), page 42. Is the County able to describe specifically and how many of the 25 or so programs are affected by these requirements and also under what project phases the HIPAA and HITECH regulations come into play?

**Answer:** The County requires compliance with HIPAA and HITECH throughout the life of the Agreement. Please see RFP Section 1.36. County will not identify individual programs that need to be managed differently due to HIPAA regulations, at this time.

72. Question: Throughout the RFP, are requirements which convey that the proposer should include public-facing Web interfaces which would include, for example, published inspection results, restaurant closures, housing inspection ratings, pool inspection ratings, pool closures, beach closures, rain advisories, and sewage discharge. Further, requirements include application forms to be submitted by the public including plan applications and permit applications. However, the technical requirements specify that the proposer publish an API to integrate with the County of Los Angeles Public Website. Is it the intent of the County that the vendor should deploy new public-facing web interfaces/applications? Or, is it the intent of the County that the vendor should publish an API sufficient to allow LA County's existing Content Management System (i.e., the County's web site) and Web developers to interface with the proposed solution in ways sufficient to accomplish the requirements cited above? Reference: Appendix C1, Sections 11.1 and 3.6; Appendix C2, Section 15.3.1

**Answer:** As specified in RFP, Appendix C2, Section 15.3.1; "System includes Web Services API to integrate with County of Los Angeles Public Website". However, the County will entertain other methods suggested by the Proposers for providing information to the public through the County of Los Angeles Public Website. In any event, the content delivered to the public must conform to Attachment C2A (LA County Website Content Guide).

73. Question: The County uses Documentum. Yet, the County has indicated a desire for the selected EHPIMS solution to provide its own document management system component. How will Documentum be used compared to how the EHPIMS Document Management System? What duties will one perform that the other will not? The County expectations with regard to built-in DMS and Documentum integration are not clear to us. Reference: "Documentum" is referenced throughout the RFP.

**Answer:** The County needs to understand whether or not the proposed Document Management System (DMS) is compatible with County's EMC Documentum Standards (Appendix C2, Attachment C2C (County EMC Documentum Standards)).

Proposers will discuss this compatibility in Proposal Section F.5 (Integration with Existing County Services).

There are no current expectations for integration or document sharing between the proposed EHPIMS DMS and the County EMC Documentum system. There are no tasks or deliverables related to Documentum in the RFP. Two requirements from the RFP, Appendix C2 (Technical Requirements): requirements 14.1 and 14.2 have been deleted

and requirement 15.5.1 has been modified. All modifications have been communicated through EHPIMS RFP Addendum No.1.

74. Question: What files and under what circumstances is an SFTP transfer anticipated? Is the vendor's capacity to exchange files via SFTP sufficient to meet this requirement? Reference: Appendix C2, Section 1.7

**Answer:** It is unknown under what circumstances file exchange will be necessary. The County requires the System to be capable of exchanging data files with the County using SFTP.

75. Question: These requirements specify database access via third-party tools. In a hosted environment, direct access to the database is not typically supported. To do so would require VPN connection or similar. Is this philosophy consistent with the County's expectations? Reference: Appendix C2, Section 2.1, 2.2, and 2.3

**Answer:** The County would expect that access by third party reporting tools would be accomplished over VPN or similar secure technology.

76. Question: This requires that the EHPIMS DMS exchange documents with the County's Documentum system. Are the systems expected to synchronize (e.g., make both repositories match)? Under what circumstances shall the exchange occur? At what frequency and at what trigger shall the systems synchronize? Reference: Appendix C2, Section 14.1

**Answer:** Please see answer to question number 73.

77. Question: Under what circumstances does the proposed system need to utilize this HL7 integration? What specific data is to be exchanged? With what systems must the exchange occur? **Reference:** RFP, Appendix C2, Section 15.2

**Answer:** It is unknown when or with whom HL7 integration will be required. However, this is the standard for exchanging patient information (e.g. food borne illness data such as patient demographic or clinical observation data) should it be requested by an agency outside of Environmental Health.

78. Question: How is the Pool Dollars amount determined? **Reference:** RFP, Appendix A, Section 8.5

**Answer:** Subject to Board of Supervisors approval, the Department of Public Health expects to set Pool Dollars for the EHPIMS project at a maximum of 10% of the Maximum Contract Sum. Please refer to RFP, Appendix A (Sample Agreement), Section 5.1.4 (Additional Work), Section 6.0 (Change Notices and Amendments) for further information on how Pool Dollars may be spent.

79. Question: Will you entertain an annual licensing instead of perpetual licensing?

**Answer:** As specified in RFP, Appendix D11 (Pricing Sheet), Section 2 (Summary Page) licensing is to be proposed as a one-time fixed price.

80. Question: Should the Proposer include estimates of the cost of the staff / project manager's 50% "time onsite" requirements?

**Answer:** Proposer should fully complete the Cost Proposal, Appendix D11 (Price Sheet), including Table F (Project Management One-Time Fixed Price).

81. Question: Is the field printing hardware part of this bid?

**Answer:** No.

82. Question: Does the Prime vendor need to provide costs for all hardware for the total solution?

**Answer:** The Proposer or the Proposer's Subcontractor is responsible for hosting the application and the hardware necessary to do so is a responsibility of the Proposer. The County will provide, at its cost, end-user personal computing hardware and peripherals. As specified in RFP, Appendix B (Statement of Work) as part of the Technology Assessment Report, Contractor will recommend the types of end-user personal computing hardware and peripherals. Proposer should fully complete the Cost Proposal, Appendix D11 (Price Sheet).

83. Question: Will the County provide an RFP addendum with a payment schedule in time for Proposers to understand the payment terms on which the bid will be based? If not, when will the payment schedule be negotiated – after the publication of a letter of intent to award, or should the bidder propose a payment schedule as part of the response?

**Reference:** RFP, Appendix D11, Pricing Sheet

**Answer:** Proposers should not submit a payment schedule with their proposal. As part of the proposal submission, Proposers should complete Appendix D11, Pricing Sheet.

84. Question: In Section 2.8.13 (B) (3), the County has outlined the manner in which proposers are to account for exceptions to Appendix A and Appendix B. In Section 2.8.13 (C), please clarify whether or not the proposer is to provide a red-line version of the entire Sample Agreement, or simply a red line of the specific provisions we take exception to Section 2.8.13 (C).

**Answer:** When vendors are identifying exceptions, it is only necessary to "red-line" the paragraph where the exception is being noted.

85. Question: Does the waiver of subrogation apply to G/L only? **Reference:** Appendix A, Section 13.17

**Answer:** Please see RFP, Appendix A, Section 13.17: "Failure on the part of Contractor to procure and maintain the **Required Insurance** or performance security, or to provide evidence of insurance coverage acceptable to County, shall constitute a material breach of the Agreement ..." (emphasis added).

86. Question: Section 1.15 states that the "Contractor shall be required to comply with the indemnification provisions contained in Paragraphs 9.0 and 14.0 of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement)." Does this mean that the County will not permit any exceptions to these provisions? **Reference:** RFP Section 1.15

**Answer:** Please see RFP, Section 2.8.13(A): "It is the County's expectation that, in submitting a proposal, the Proposer will accept, as stated, the County's terms and conditions in the Sample Agreement and the County's requirements in the SOW. However, Proposers are provided the opportunity to take exceptions to the County's terms, conditions in the Sample Agreement subject to the terms stated below." If a Proposer takes exception to Paragraphs 9.0 and/or 14.0 of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement), the Proposer must do so in accordance with RFP Section 2.8.13.

87. Question: This requires the Contractor to perform Additional Work at the County's request. In the event the Contractor is unable to perform that work for whatever reason – and assuming that a Change Notice or Amendment is not executed by the parties – will the Contractor be liable for any costs incurred by the County in having a third party perform the work? **Reference:** Appendix A, Section 5.1.4

**Answer:** Please see RFP, Appendix A, Section 5.1.4(a): "Upon written request of County Project Director and **execution** of a Change Notice or Amendment, Contractor shall provide the following to County as Additional Work:" (emphasis added).

88. Question: This requires the Contractor to proceed with Work requested pursuant to a Change Order or Amendment notwithstanding any disagreement concerning price. Other provisions in the Appendix refer to work pursuant to an executed Change Order or Amendment, but this does not. Is the omission of the term "executed" in this section intentional? **Reference:** Appendix A, Section 6.5

**Answer:** Please see revisions to Appendix A, Section 6.5 in EHPIMS RFP Addendum No.1.

89. Question: This allows the County to reduce its payment obligation to the Contractor in the event of a reduction in salaries and benefits to a majority of County employees. Does the payment reduction remain in effect throughout the entire remaining term of the Agreement, or only so long as the employee salaries and benefits remain reduced? **Reference:** Appendix A, Section 9.2

**Answer:** The provision permits the Board of Supervisors to take action it deems appropriate.

90. Question: This seems to require the Contractor to transfer all Work (as defined in Appendix A, Paragraph 2.0) to the County in the event of terminations for insolvency, default, convenience or improper consideration. Is this intended to affect the Contractor's rights to the Work, and the release conditions on the source code escrow? **Reference:** Appendix A, Exhibit A Section 8.1.1

**Answer:** Please see RFP, Appendix A, Section 15.2, 15.2.1 and 15.2.2:

15.2: "Upon the occurrence of any of the events identified below (collectively "Release Conditions"), County shall be granted access to the Source Code and shall have the right to exercise its License rights with respect to the Source Code, at no cost to County."

15.2.1: "The occurrence of an event that would give rise to County's ability to terminate pursuant to **Paragraph 4.0 (Termination for Insolvency)**:

15.2.2: "The occurrence of an event that would give rise to County's ability to terminate this Agreement as a whole or with respect to Maintenance and Support Services pursuant to **Paragraph 5.0 (Termination for Default)**

(emphasis added).

91. Question: Would the 20% withholding of payment also apply to purchased software licenses, or just to the services to be provided by the vendor? **Reference:** Appendix A, Section 10.4, Holdbacks

**Answer:** Please see RFP, Appendix A, Section 10.4 (Holdbacks): "**Except for invoices for Maintenance Fees and Hosting Fees**, County will hold back twenty percent (20%) of the dollar amount of each invoice ("Holdback Amount") (emphasis added).

92. Question: RFP document, Section 7, Subsection 3.7.2 (References) (Section C – Business Proposal), fourth paragraph, page 53 states "Additionally, an evaluation of Proposer's terminated or non-renewed contracts identified in Section C of the Business Proposal will award points based on the number of terminated or non-renewed contract occurrences." This clause may be inadvertently punitive for some vendors whose previous clients have discontinued supporting their applications due to reasons that agency budgets have been drastically cut. Can the County arrive at a more equitable way of evaluating such instances where non-renewal was not the fault of the vendor? **Reference:** RFP Section 3.7.2, References

**Answer:** Please see RFP, Section 2.8.7 (References): "The listing must include contracts terminated or not renewed within the past three (3) years with a reason for termination or non-renewal of each. One of the following reasons for termination should be included for each terminated or non-renewed contract: terminated for cause, expired/not renewed by contractor, or expired/not renewed by client. Additionally, briefly describe the circumstances leading to contract termination or expiration/non-renewal."