



**ADDENDUM 11**

Request for Proposal (RFP) #13-00029  
 Medical Registry Services Network Management Provider  
**RESPONSES TO BIDDERS QUESTIONS**

To: All Prospective Bidders,

This addendum is issued in response to questions that have been brought forth by potential bidders. The questions and answers contained in this Addendum constitute an amendment to this RFP.

Question #	Question	Answer
RFP – Q28	The rate sheet will not allow a the totals to be seen due to the cells not being large enough. Can you correct this?	Exhibit B-2 will be revised to widen the total service amount cells.
RFP – Q29	We would like to request an extension on this proposal process, as the current rate structure needs to be edited before viable proposal responses would be able to be submitted	This request will be taken into consideration. In the interim, potential bidders are encouraged to proceed with writing their proposals adhering to the January 24, 2014 timeline.
RFP – Q30	Who is contractor referring to here? The new VMS?	The term “Contractor” is referring to the Medical Registry Network Management Vendor.
RFP – Q31	Also during the phase in period at what point will my current PT contract be terminated. If I become active with new VMS right away during that transition period do you terminate my contract or will every vendor contracted with VMS be terminated a the same time. So During this 6 month transition period I will still be under my current contract and be billing the same until my termination date. Is this correct?	During the Network development and implementation stages CDCR/CCHCS with provide the Vendor a listing of registry providers currently contracted with CDCR/CCHCS. The Network Vendor will work with the registry providers to contract for medical registry services. Once a registry provider is contracted with the Vendor, notification from the Vendor will be provided to CDCR/CCHCS so the current CDCR/CCHCS contract can be cancelled. CDCR/CCHCS will notify the registry provider to inform of the cancellation and provide a cancellation date. Once the contract is cancelled, the registry provider will bill through the new awarded Contractor.

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RFP – Q32	Also you state that the Contractor may be terminated if not able to provide. The VMS may be terminated even though they are successful at providing other classifications? If this is true and you seek alternate means of providing that service(s) say PT services will you reach out to those vendors who have been successful as rendering services?	CDCR/CCHCS will seek an alternate means of procuring temporary/relief medical services if the Contractor is unable to perform the work as required.
RFP – Q33	After signing with the new VMS during that 6 month phase in period do I immediately have to go with VMS rate or rate with VMS implementation doesn't take effect until your termination date.	Once a registry provider is contracted with the Vendor, notification from the Vendor will be provided to CDCR/CCHCS so the current CDCR/CCHCS contract can be cancelled. CDCR/CCHCS will notify the registry provider to inform of the cancellation and provide a cancellation date. Once the contract is cancelled, the registry provider will bill through the new awarded Contractor.
RFP – Q34	Reference Letter states the following "5. Please rate the bidders' ability to respond to requests for Dialysis Services (equipment, personnel, etc.) in a timely manner." Will you revise to pertain to the current RFP?	Attachment 11, Customer Reference Questionnaire has been replaced in its entirety. See Addendum 7
RFP – Q35	When and how (via email, phone) will registry vendor be provided with the information of who is awarded and with confirmed rates? Will this be posted on bidsync?	CCHCS Medical Contracts intends to provide written notice (via email) of the intention to award to all Bidders responding to this solicitation.
RFP – Q36	Does the new VMS have the authority to only allow certified Health Care Staffing Firms (i.e. Joint commission Certification) to be contracted with VMS?	It is the desire of the CDCR/CCHCS to continue doing business with as many of our current registry provider groups as possible; however, the selected vendor is ultimately responsible for the on-going operations of the network and will be tasked with bringing into the network medical registry groups.
RFP – Q37	Does the new VMS have the authority to only allow certified Health Care Staffing Firms (i.e. Joint commission Certification) to be contracted with VMS?	It is the desire of the CDCR/CCHCS to continue doing business with as many of our current registry provider groups as possible; however, the selected vendor is ultimately responsible for the on-going operations of the network and will be tasked with bringing into the network medical registry groups.
RFP – Q38	Will new VMS be provided with list of vendors already contracted with CDCR/CCHCS at the same time Registry Vendors be provided with who the new VMS is? Or will the new VMS be given the award along with list of vendors and then after some time the Registry Vendors be given the VMS awarded?	The goal of this project is to allow for the Registry Network Management Vendor to be responsible for the management of registry based service providers contracted with their organization to provide registry services to CDCR/CCHCS. During the Network development and implementation stages CDCR/CCHCS will provide the Vendor a listing of registry providers currently contracted with CDCR/CCHCS. The Network Vendor will work with the registry providers to contract for registry services. Once a registry provider is contracted with the Vendor, notification from the Vendor will be provided to CDCR/CCHCS so the current CDCR/CCHCS contract can be cancelled. If at the time of final implementation

		of the Network any contracted registry providers with CDCR/CCHCS who have not contracted with the Network Vendor will be evaluated to determine the next course of action.
RFP – Q39	Is there a list of which Registry Vendors are providing what Classifications and how many Providers are providing services in each of those Classifications? If so, how current and accurate will this information be as Registry Vendors are adding and removing providers on regular basis. For example this week 4 providers will be starting with our Registry and will transition over to VMS but this information may not be updated in your system.	Currently, request for registry staffing is communicated through the Institution Contract Analyst (ICA) or designee who contacts the registry provider directly through canvassing on the Contract Matrix. The ICA or designee access the Matrix on the website in lieu of printing and referring to hard copies. CCHCS will look to potential bidders to offer suggestions and/or recommendation for how this process can be a seamless transaction.
RFP – Q40	The actual termination date of each Registry Vendor will vary depending on how quickly Registry Vendor contracts with the new VMS. Is this correct?	The Network Vendor will work with the registry providers to contract for registry services. Once a registry provider is contracted with the Vendor, notification from the Vendor will be provided to CDCR/CCHCS so the current CDCR/CCHCS contract can be cancelled. If at the time of final implementation of the Network any contracted registry providers with CDCR/CCHCS who have not contracted with the Network Vendor will be evaluated to determine the next course of action.
RFP – Q41	After deadline of bid submission will there be a list of who BID on this contract?	ALL bid materials will be held in confidence by CCHCS until the notice of intent to award has been issued, at which time questions regarding bid submission may be submitted to the Medical Contracts Help Desk at 916-691-0698 or by e-mail to: <a href="mailto:cchcshealthcarecontractshelpdesk@cdcr.ca.gov">cchcshealthcarecontractshelpdesk@cdcr.ca.gov</a> .
RFP – Q42	Is there going to be a requirement for the vendor management company that gets awarded this contract to provide a small business preference? As a small business we have seen a decrease in business on the psychologist, LCSW and psych tech services	The Medical Registry Services Network Management Provider will be one statewide provider that will be responsible for all medical registry staffing needs to ensure that the network of registry staffing is maintained and sufficient to support all institutions/facilities of the California Department of Correction and Rehabilitation (CDCR). Although it is the desire of the California Correctional Health Care Services (CCHCS) to continue doing business with as many of our current registry provider groups as possible, the selected vendor is ultimately responsible for the on-going operations of the network and will be tasked with bringing into the network medical registry groups, employees and/or subcontractors.
RFP – Q43	from the attendees log, i see more staffing companies than Vendor Management companies. Are you going to allow staffing companies to get in VM and experiment on us. Most of our business is with the CDCR and we would like to see a company that has experience as a Vendor Management and not a company that will come in and make our business more difficult thank you	Section 3 of the RFP has specific Business and Qualification requirements that a proposer must meet. In addition, Section 8 and Section 9 of the RFP also contains specific requirements which the Evaluation Scoring Committee will adhere to when reviewing and scoring the submitted proposals.

Question #	Question	Answer
RFP – Q44	Does CDCR have any data on the fill ratios over the past 24 months? Specifically requisitions actually placed vs. filled. If so, can you provide this information?	This information is not available.
RFP – Q45	Is there data to show individual facility requisition success rate? If so can you please provide?	This information is not available.
RFP – Q46	Is data available regarding the annual number of invoices processed specific to modalities covered under this agreement? If so can you please provide?	This information is not available
RFP – Q47	Will the CDCR/CCHCS extend the proposal due date considering bidders will need accurate time to review all questions and answers?	This request will be taken into consideration. In the interim, potential bidders are encouraged to proceed with writing their proposals adhering to the current Kay Action dates.
RFP – Q48	Please confirm that all Reference Questionnaires are to be completed and returned within the bidders proposal on 1/24/14. If CDCR/CCHCS extends the current due date, will the Reference Questionnaire deadline be extended also?	Attachment 11, Customer Reference Questionnaire is to be completed and submitted with proposals.
RFP – Q49	Can we access notes or a summary of the information discussed at the Conference that was held on January 8th?	Yes, the transcript that summarizes the pre-bid conference is posted on Bidsync.com and <a href="http://www.cphcs.ca.gov/project_rfp.aspx">http://www.cphcs.ca.gov/project_rfp.aspx</a>
RFP – Q50	Can we access the bidder conference sign-in sheet?	A list of attendees is available on Bidsync.com in addition to being included on the Bidders Conference transcripts posted on Bidsync.com and <a href="http://www.cphcs.ca.gov/project_rfp.aspx">http://www.cphcs.ca.gov/project_rfp.aspx</a> .
RFP – Q51	Please define 'healthcare registry management network'. Is this the same as affiliate vendor network?	This initiative seeks a provider that possesses knowledge and experience in implementing a statewide healthcare registry service network.
RFP – Q52	Is the CDCR/CCHCS seeking healthcare professional or office personnel resumes here? Is this to be included within our proposal?	CDCR/CCHCS is seeking healthcare professional resumes. It is anticipated that the Contractor will add staff and subcontractors to the network on an on-going basis; however, any pre-identified subcontractors or independent contractors that will be used under this resulting contract should be identified in attachment 10, in addition to providing a resume and letter of agreement to work on the contract.
RFP – Q53	Is the CDCR/CCHCS seeking healthcare professional or office personnel resumes here? Is this to be included within our proposal?	CDCR/CCHCS is seeking healthcare professional resumes. It is anticipated that the Contractor will add staff and subcontractors to the network on an on-going basis; however, any pre-identified subcontractors or independent contractors that will be used under this resulting contract should be identified in attachment 10, in addition to providing a resume and letter of agreement to work on the contract.

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RFP – Q54	Please define 'volume' in the following statement: "Each volume of the various proposal submissions must be provided separately in an appropriate sized binder."	Volume is referring to the five (5) mandatory printed copies with one marked as the "Master copy" as stated in section 8.1
RFP – Q55	Please confirm that the CDCR/CCHCS is requesting 1 Master Copy (original), 4 copies and 1 non re-writeable CD of the Narrative Proposal.	Yes, CDCR/CCHCS is requesting 1 Master Copy (original), 4 copies and 1 non re-writeable CD of the Narrative Proposal.
RFP – Q56	Please confirm that pricing is to be submitted in a separate sealed envelope from the Narrative Proposal. Also, how many original and copies of the Cost Proposal should be included?	As required in RFP Section 8, Proposal and Bid Format, the Cost Proposal, including all cost data (as identified in the RFP Section 7, Cost Instructions) must be placed in a sealed envelope, clearly marked "COST PROPOSAL for CCHCS RFP #13-00029," and then submitted in a second sealed envelope with the Narrative Proposal.
RFP – Q57	Please define 'registry provider groups.'	For this solicitation, the term "registry provider groups" is referring to a company with temporary/relief staff rendering medical care.
RFP – Q58	On page 49, the RFP shows 25 points to be delegated to the Customer Service section. However, on page 52, the Customer Service section only shows an allowance of 24 points. Please clarify.	Page 52 of the RFP related to the Customer Service section will be amended to correct the allowance of points to be 25 points possible.
RFP – Q59	The Table of Contents shows a list of Exhibits that are included within the RFP bid documents, however not all of these seem to be listed/available for download on the BidSync procurement site. Specifically Exhibits C, D, F, H and J seem to be missing. Where can we access these missing documents?	As stated in section 10.6, Exhibit C is incorporated by reference at <a href="http://www.ols.dgs.ca.gov/Standard+Language">http://www.ols.dgs.ca.gov/Standard+Language</a>  Exhibits D, F, G, and J are incorporated by reference at <a href="http://www.cdcr.ca.gov/Divisions_Boards/Plata/Standard_Language.html">http://www.cdcr.ca.gov/Divisions_Boards/Plata/Standard_Language.html</a>  Exhibit H can be found on bidsync.com or <a href="http://www.cphcs.ca.gov/project_rfp.aspx">http://www.cphcs.ca.gov/project_rfp.aspx</a>
RFP – Q60	Why are there three "B-2 Exhibit rate sheets" and only 1 that is revised?	Exhibit B-2 was revised in Addendum 4 to revise rates specifically Pharmacist-in-Charge and Pharmacist services and to add the Medical Assistant classification.  Exhibit B-2 was also revised in Addendum 6 to remove the Podiatry classification in addition to revising the rate caps for all services listed. Please refer to addendum 6 for the most recent Exhibit B-2 dated 1-13-14. Addendums can be located at Bidsync.com and at <a href="http://www.cphcs.ca.gov/project_rfp.aspx">http://www.cphcs.ca.gov/project_rfp.aspx</a>
RFP – Q61	Do you have a current supplier that is selected or under review for this particular project?	No, CDCR/CCHCS does not have a selected vendor for this project. Contract will be awarded based on submittal requirements and evaluation criteria.

Question #	Question	Answer
RFP – Q62	Is the purpose of this bid an exercise to develop funding for a selected vendor?	The goal of this project is to allow for the Registry Network Management Vendor to be responsible for the management of registry based service providers contracted with their organization to provide registry services to CDCR/CCHCS. During the Network development and implementation stages CDCR/CCHCS will provide the Vendor a listing of registry providers currently contracted with CDCR/CCHCS. The Network Vendor will work with the registry providers to contract for medical registry services. Although it is the desire of the California Correctional Health Care Services (CCHCS) to continue doing business with as many of our current registry provider groups as possible, the selected vendor is ultimately responsible for the on-going operations of the network and will be tasked with bringing into the network medical registry groups, employees and/or subcontractors.
RFP – Q63	Is the execution of this bid based on the response level received from Registry or other vendors?	Contract will be awarded based on submittal requirements and evaluation criteria.
RFP – Q64	Letters of Agreement from subcontractors/ contractors generally take months to acquire. Is this a mandatory requirement for each bidders proposal or can we provide these following award? If not included within our proposal, will this disqualify our proposal?	It is anticipated that the Contractor will add staff and subcontractors to the network on an on-going basis; however, any pre-identified subcontractors or independent contractors that will be used under this resulting contract should be identified in attachment 10, in addition to providing a resume and letter of agreement to work on the contract.
RFP – Q65	This section asks for bidders to “Provide no more than 3 letter sized pages that clearly lists each Minimum Qualification, and exactly how you achieve each minimum qualification.” Please clarify which sections in the RFP list Minimum Qualifications.	Please refer to RFP, Section 3, Business and Qualification Requirements.
RFP – Q66	The exhibit states that the “Contractor agrees to submit monthly reports to the CCHCS/CDCR and shall use the most current version of the 975 Hour Contractor Service Report...” Does the 975 hour tracking requirement still apply?	Yes, the 975 hour requirement still applies. Once the contract for the Medical Registry Services Network Management Provider initiative has been awarded, institutions may request that provisions of the 975 hour restriction be waived. Waiver of such provisions will be made at the sole discretion of the Director of Health Care Services or designee to provide appropriate access to care.
RFP – Q67	What key business factors changed the delivery model to a Medical Registry Services Network Management Provider model?	CCHCS Medical Contracts is looking for a single company responsible for contracting and managing all temporary/relief registry medical staffing at all CDCR institutions/facilities statewide. For this solicitation, vendors will be required to: <ul style="list-style-type: none"> <li>•Have an electronic ordering system so that we do not have to use paper and so that institutions' needs can be communicated immediately;</li> <li>•Work directly with our credentialing unit to approve and verify providers in a timely manner;</li> </ul>

		<ul style="list-style-type: none"> <li>•Charge rates that are reasonable and competitive, because we want to save taxpayer money and not interfere with State civil service hiring;</li> <li>•Provide reports including usage and hourly pay rates, and</li> <li>•Ensure that CCHCS patients receive timely access to needed medical care.</li> </ul>
RFP – Q68	Can you share your administrative management costs under the current program model?	As the Medical Registry Services Network Management Provider is a new program model, administrative management costs are currently unavailable.
RFP – Q69	Please clarify that \$5M in Aircraft Liability Insurance is a required Term & Condition and why it is required	Aircraft Liability Insurance is not a requirement. Please refer to RFP section 6, Mandatory Submittals.
RFP – Q70	Will you be extending the proposal deadline? Responding to a new management project of this scope requires careful consideration	This request will be taken into consideration. In the interim, potential bidders are encouraged to proceed with writing their proposals adhering to the current timeline.
RFP – Q71	Are you classifying Provider Groups as Subcontractors and asking for vendors to pre-identify and submit Letters of Agreement? Responses to Q & A indicate that CCHCS would like the awarded vendor to use as many existing suppliers as possible which would making the Letters of Agreement premature	It is anticipated that the Contractor will add staff and subcontractors to the network on an on-going basis; however, any pre-identified subcontractors or independent contractors that will be used under this resulting contract should be identified in attachment 10, in addition to providing a resume and letter of agreement to work on the contract.

If you have any questions or need assistance regarding this solicitation, please contact Alex Gutierrez the Bid Representative at [Alex.Gutierrez@cdcr.ca.gov](mailto:Alex.Gutierrez@cdcr.ca.gov).

Please continue to check these websites for updates to the RFP and corresponding documents:

[http://www.cphcs.ca.gov/project\\_rfp.aspx](http://www.cphcs.ca.gov/project_rfp.aspx)

or

[www.BidSync.com](http://www.BidSync.com)