



CITY OF HOUSTON
FINANCE DEPARTMENT
 Strategic Procurement Division

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Mayor

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September 21, 2015

SUBJECT: Letter of Clarification No. 1
REFERENCE: RFP: S69-T25534 Outreach and Referrals
TO: All Prospective Proposers

CLARIFICATION NO. 1

FOR

**REFERENCE: SOLICITATION: S69-T25534
 REQUEST FOR PROPOSAL (RFP) FOR OUTREACH AND REFERRALS**

For which responses for clarification are scheduled to be received to the Finance Department Strategic Procurement Division, 2:00 p.m., Central Time on September 16, 2015.

The following changes and/or revisions are incorporated into the above referenced RFP Document a noted. All other provisions and requirements as originally set forth remain enforce and are binding.

1. The following questions and requests for clarification were submitted in accordance with the instructions provided, Communications between the City and Respondents. The City's response (**in bold italics**) follows each question or request for clarification in the table below:

CLARIFICATIONS TO QUESTIONS

Question 1:	What information/tools are we as vendors provided to go out to the community to acquire the client and bring them to the MSC?
COH Response:	<i>Vendor will have access to use Medicaider to do an initial screening. This is the first part of the eligibility process. The vendor will do the initial screening, enter the client into medicaider and we complete the certification and then it will count towards your numbers. However it is important to note that the client must complete the documentation within</i>

	<p><i>the 90 days for the vendor to receive credit.</i></p> <p><i>This RFP provides the basic demographics, linguistic needs and zip codes for each Service Area. It is the vendor's responsibility to identify, engage and refer clients to the MSC. Vendors are expected to use their resources, connections within the community and past/current relationships to identify appropriate referrals. Once referrals are identified, the vendor will have access to the Medicaider system to complete the referral certification process. Access to the Medicaider system and training will be provided by the City of Houston.</i></p>
Question 2:	Are there a checks and balances in the current system when we enter a new client into Medicaider to see if client is already in the system?
COH Response:	<p><i>The City of Houston explained that there are checks and balances and the Medicaider system will assist the department in identifying any new clients.</i></p> <p><i>In addition, The City of Houston explained that we will use a contract manager that will be monitoring the completion of the documentation and that person will indicate to the successful vendor any questions regarding eligibility and together we shall resolve those issues.</i></p> <p><i>Vendors will be trained and have access to the Medicaider system that will allow them to screen individuals for services. Once a vendor enter client's information into Medicaider system it will provide them will a result that will identify if the client has received services from the city previously. If the individual has not received services before, the vendor may proceed with screening for services.</i></p> <p><i>There are checks and balances that will be in place to ensure that vendors can determine if a new referral is already in the system. Vendors will have limited access to the Medicaider system. In the event that a vendor enters referral information for a client who is already in the database, the system will provide an alert that the client information has already been entered.</i></p> <p><i>Additionally, a contract manager will be closely monitoring all documentation submitted by the vendor. Vendors are required to submit a monthly electronic referral report which provides detailed client information. The contract manager will be reviewing these reports on a monthly basis and reconciling them to ensure that all clients on the referral list are unduplicated. Vendors will not be reimbursed for duplicate referrals.</i></p>
Question 3:	<p><u>LEAD BASED PROGRAM</u></p> <p>Are the program experts going to do the screening after we refer the client to the department?</p>
COH Response:	<i>The City of Houston shall do the additional screening that is required. With regard to the Lead Program, the house has to have been built pre-1978 the house can be a rental or owner occupied. If a person has lead poisoning the program will assess the presence of Lead-Based- Paint in the house.</i>
Question 4:	<p><u>WIC PROGRAM</u></p> <p>We will be asking awardee to train agencies as far as how they can refer clients to WIC?</p>
COH Response:	<i>Please refer to the explanation of WIC eligibility that is provided in the</i>

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	Scope. The vendor must refer clients that meet the eligibility requirements for WIC. The City does not expect that the vendor will be training agencies on the WIC eligibility process.
Question 5:	Is the 12,000 goal per area for the WIC program, the minimum per area?
COH Response:	The minimum goal per area is 12,000; the vendor can certainly exceed this number.
Question 6:	<u>AAA PROGRAM</u> What is the eligibility for Harris County Area on Aging?
COH Response:	City of Houston explained program's eligibility requirements: 1. the client must be at least 60 2. If under 60, must but have a documented disability, clearly documented by a physician 3. Can reside anywhere in the Harris County The City of Houston AAA Program can also provide Aging and Disability Resources, and can provide non-emergency transportation.
Question 7:	Will the staff that is currently at the centers be able to handle the capacity that is expected to be brought to the programs through the RFP?
COH Response:	The City of Houston explained that we have already begun to prepare and ensure that we had the necessary staffing levels in expectation of these numbers. For client access not all MSCs are participating in RFP. AAA, number is much smaller. Program capacity was a determining factor when developing the final targets for this scope. The Houston Health Department has ensured that each program area has the capacity to handle the influx of clients. In some instances, additional staff has been hired and trained to accommodate this RFP.
Question 8:	Have we had an outreach vendor do this the past?
COH Response:	The City of Houston explained that this is a new process and we have not worked previously with a vendor in this capacity.
Question 9:	Are you expecting the vendor to assist with the Rebranding and participate in this process?
COH Response:	The City of Houston is not expecting the vendor to assist in the rebranding efforts.
Question 10:	Eligibility Survey - is it something we have used before?
COH Response:	The eligibility survey mentioned in the Scope has not been used in the past. The City of Houston has this survey and the vendor does not need to create the form. The City will provide to the successful vendor.
Question 11:	Will clients have to use services for vendor to get paid or just have them complete the paperwork?
COH Response:	The client actually has to begin using services and complete all the necessary documentation to be counted within the time frame.

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Question 12:	Is January a hard start date?
COH Response:	<i>The City of Houston goal is to have the vendor on board and providing eligible clients by January 2016.</i>
Question 13:	Will the vendor be required to assist with the document collection from the referred client?
COH Response:	<i>No, but the vendor would be well served to ensure that the client had all the necessary documentation to ensure that they completed what was necessary within the 90 day window.</i>
Question 14:	Will firms who are awaiting their M/WBE certification be disqualified?
COH Response:	<i>No. However, you will not receive credit toward your M/WBE goal.</i>
Question 15:	Are we working from one system with the city or will be a system needed from the vendor in combination with the City's approved system?
COH Response:	<i>Clarification is needed in order to provide a response to this question.</i>
Question 16:	What are the ethnicity groups in area C.?
COH Response:	<i>Please refer to the Scope of Work document that provides the general ethnicity information and linguistic needs of Area C.</i>
Question 17:	What methods of outreach are currently used?
COH Response:	<i>The City of Houston uses a variety of different outreach methods and we have on occasion contracted with private vendors to reach out to clients.</i>
Question 18:	After 90 days, what is the timeframe for access for services certified for?
COH Response:	<i>Some will be able to access services immediately and some will receive services upon certification. Every client's circumstances are different and we cannot provide a standard answer.</i>
Question 19:	Are the community partners employed at the WIC clinics?
COH Response:	<i>No, the vendor is expected to appropriate refer unduplicated adults who are eligible for WIC services.</i>
Question 20:	In the RFP page 5, identification and outreach to 150 community partners are one of the goal efforts. During the pre-bid it seemed as if the team was looking for agencies that have a current client base. Please clarify.
COH Response:	<i>The City of Houston wants a vendor that has experience in appropriately finding and referring clients that meet eligibility requirements and that can meet all the deliverables.</i>

END OF CLARIFICATION NO. 1

Should you have any additional questions or request further clarification regarding this proposal, please contact Regina Spencer at regina.spencer@houstontx.gov or at (832) 393-8707.

Sincerely,

Regina Spencer

Regina Spencer
Sr. Procurement Specialist

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CH/rrs

cc: File

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