



**CITY OF HOUSTON**  
**FINANCE DEPARTMENT**  
 Strategic Procurement Division

**Annise D. Parker**

Mayor

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**September 23, 2015**

**SUBJECT: Letter of Clarification No. 2**  
**REFERENCE: RFP: S69-T25534 Outreach and Referrals**  
**TO: All Prospective Proposers**

**CLARIFICATION NO. 2**

**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.**

- 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**

<b>Question 1:</b>	Who are the 150 community partners? Can their names or organizations, examples, history of their outreach work or service be provided?
<b>COH Response:</b>	<b><i>The vendor is expected to outreach and educate community partners who currently work with low-income individuals in each area. These partners have not been predetermined by the City. Vendors are expected to use their resources, connections within the community and past/current relationships to identify appropriate community partners. It is expected</i></b>

	<i>that these partners are legitimate agencies who currently serve low-income individuals in the community. The goal of this is to expand partnerships and increase referrals from additional sources. The partner list provided by the vendor at the end of each month will be reviewed to ensure that the partner is legitimate and their priorities are aligned with HHD.</i>
<b>Question 2:</b>	What is the definition of unduplicated individuals?
<b>COH Response:</b>	<b><i>Unduplicated referral: An unduplicated referral is an individual who is not currently receiving services from the Houston Health Department. Each individual may only be listed as a referral once; duplicate individuals will not count towards milestones. Referral forms stated below must be included to receive payment.</i></b>
<b>Question 3:</b>	Is there a current list of individual's active and already using MSC centers?
<b>COH Response:</b>	<b><i>We have a current list of individuals who are actively engaged in services. Unfortunately we cannot provide this list to vendors for confidentiality reasons. Duplicate individuals will be identified in the following ways.</i></b>  <b><i>Client Access: When vendors enter referral information into the Medicaider system, they will see if the client is currently enrolled in services.</i></b>  <b><i>Lead: When referrals are sent to HHD, Lead staff will verify if the referral is currently receiving services.</i></b>  <b><i>WIC: When referrals are sent to HHD, WIC staff will verify if the referral is currently receiving services.</i></b>  <b><i>AAA Non-Medical Transportation Services: When referrals are sent to HHD, AAA staff will verify if the referral is currently receiving services.</i></b>
<b>Question 4:</b>	Are individuals considered a duplicated individual if they used resources last year and stopped?
<b>COH Response:</b>	<b><i>If an individual has not used any of our services for over a continuous 12 month period, and is still eligible we can count them.</i></b>
<b>Question 5:</b>	What is the time for the individual not engaging in the services before they are considered a duplicated individual?
<b>COH Response:</b>	<b><i>They must not have used our services for a minimum of 12 month period.</i></b>
<b>Question 6:</b>	If the individual has used the MSC one time in 2010 or only when they were pregnant and stopped, are they considered a duplicate individual?
<b>COH Response:</b>	<b><i>This individual would be eligible for services and considered an unduplicated individual.</i></b>
<b>Question 7:</b>	Will software be provided to safeguard the client confidential information?
<b>COH Response:</b>	<b><i>The technology requirements are as follows:</i></b>  <b><i>1) Vendor and representatives must have access to a secured network. If working outside of a secured network, vendor must have Virtual Private Network (VPN) capabilities.</i></b>  <b><i>2) All documentation will be collected in an information system selected by the City. The City will provide secure access and training to the aforementioned information system.</i></b>  <b><i>3) All vendors must have the ability to utilize Microsoft products.</i></b>  <b><i>4) All vendors that transmit health information in an electronic format</i></b>

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	<p><b>must maintain reasonable and appropriate administrative safeguards, physical safeguards and technical safeguards as set forth in the Health Insurance Portability and Accountability Act (HIPAA) of 1996.</b></p> <p><b>5) All vendor staff is required to sign a confidentiality agreement.</b></p>
<b>Question 8:</b>	Will the vendor need to purchase equipment to use in the resource centers?
<b>COH Response:</b>	<p><b>The technology requirements are as follows:</b></p> <ol style="list-style-type: none"> <li><b>1) Vendor and representatives must have access to a secured network. If working outside of a secured network, vendor must have Virtual Private Network (VPN) capabilities.</b></li> <li><b>2) All documentation will be collected in an information system selected by the City. The City will provide secure access and training to the aforementioned information system.</b></li> <li><b>3) All vendors must have the ability to utilize Microsoft products.</b></li> <li><b>4) All vendors that transmit health information in an electronic format must maintain reasonable and appropriate administrative safeguards, physical safeguards and technical safeguards as set forth in the Health Insurance Portability and Accountability Act (HIPAA) of 1996.</b></li> <li><b>5) All vendor staff is required to sign a confidentiality agreement.</b></li> <li><b>6) When the vendor is conducting outreach at the multiservice center, the vendor will have access to city owned resources. The vendor must have the required liability insurance prior to performing services on City property.</b></li> </ol>
<b>Question 9:</b>	Where did you get your data (numbers) that are representing the individuals for each Area?
<b>COH Response:</b>	<b>The Service Area Population data was collected through our various information systems, programs and focus groups that were conducted onsite at the MSC's. Service Area Target number for each program was developed by subject matter experts in each program. Subject matter experts took into account current program capacity, area needs and available resources to determine the final targets for each program option.</b>
<b>Question 10:</b>	Would the agency consider providing a per person referral fee to conduct outreach activities?
<b>COH Response:</b>	<b>No, the agency will only provide payment for referrals who initiate services within 90 days of referral.</b>
<b>Question 11:</b>	This proposed model will cost significant upfront dollars for start-up. Is there consideration for outreach and start-up cost?
<b>COH Response:</b>	<b>At this time the agency is only offering to provide payment for referrals who initiate program services within 90 days of referral. If the vendor requires additional funds for startup, this information should be provided in the proposal. The agency will review this on a case by case basis. If the proposal is considered, any startup costs will require submission of detailed documentation pursuant to state, local, and federal audit regulations, and the vendor will be subject to audit.</b>

**END OF CLARIFICATION NO. 2**

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

Sincerely,

*Regina Spencer*

Regina Spencer  
Sr. Procurement Specialist

CH/rrs

cc: File

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James G. Rodriguez Mike Laster Larry Green Stephen C. Costello Andrew Burks Melissa Noriega C.O. "Brad" Bradford  
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