



SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 1

RFI for Virtual Health Fair/Event Software

February 22, 2021

REQUEST FOR INFORMATION Virtual Health Fair/Event Software RFPQ#HSS2021.C3i

CONTACTS:

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This Addendum is being issued to modify the requirements in the above-referenced Request for Information (RFI).

Please review the terms of the RFI and this Addendum carefully. If there are any inconsistencies between the RFI and the terms of this Addendum, then the terms of this Addendum shall prevail.

A. Modifications to RFI:

No modifications.

B. Questions & Answers

- Q:** Please share the average total number of events per month which this software should support.

A: For the months of January through September, November and December, the average would be one (1) event per month. For October, the Average total would be ten (10) events for this month alone.
- Q:** Please share the average number of attendees per month, expressed in a low to high range.

A: The average number of attendees per month are:

 - Low- Five (5) attendees
 - High- Four Hundred (400) attendees
- Q:** Please share the maximum number of attendees per month, which the software should support, expressed in a low to high range.

A: The maximum number of attendees per month, which the software should support would be:

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- **Low - Five (5)**
 - **High - Seven Thousand (7,000)**
4. **Q:** Please share the average Presenters/Speakers per event, expressed in a Low to high range.
- A:** The average Presenters/Speakers per event would be:
- **Low - One (1) Presenter/Speaker**
 - **High - Thirty (30) Presenters/Speakers**
5. **Q:** Please share the average event duration, expressed in a low to high range, in minutes.
- A:** The average event duration is expected to be:
- **Low - Fifteen (15) minutes**
 - **High - One Hundred Eight (180) minutes**
- Generally, the average event duration should be approximately sixty (60) minutes.**
6. **Q:** Please share if the use and support of this software should be either 24/7 support:
- a. 5 days/week; or
 - b. 7 days/week.
- A:** SFHSS is requesting 24/7 Support, which would be Twenty-Four (24) hours a day, Seven (7) days a week.
There will be instances where this platform would be required to be used and available on Saturdays and/or Sundays.
7. **Q:** Please provide examples of technology integration, with this platform, that will be important to consider for the expected functionality and purpose?
- A:** **Currently, the San Francisco Health Service System does not foresee the need for integrating any existing technology with this Platform.**
8. **Q:** Please provide the expected percentage of events which will be live versus simulated live versus pre-recorded.
- A:** **For the months of January through September, November and December, the expected styles of events consist of: 50% Live events, 25% Pre-Recorded and 25% Simulated Live.
For the month of October, the one-style of event would be simulated live (100% for this month).**
9. **Q:** The San Francisco Health Service System website (<https://sfhss.org/RFPs>) has other bidding opportunities which may meld with this request for information. Can my organization submit bids for those opportunities?

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A: Please do retain our website information to reference for future opportunities as they present themselves.

Currently, the San Francisco Health Services System has two (2) Requests for Information (RFI):

- 1. Virtual Fair Software (RFPQ#HSS2021.C3i)**
- 2. Employee Benefits/Health Plan Automated Decision Assistance Software (RFPQ#HSS2021.C2i)**

and one (1) Request for Proposal (RFP):

- 1. RFP for Health Benefits and Well-Being Videos (Micro-LBE Set-Aside) RFPQ#HSS2021.C1)**

Please read through each of these, to see if your organization is qualified to submit information or bids (as applicable), and please do submit for opportunities which are routinely posted on our website: <https://sfhss.org/RFPs>.

As for the current RFP for Health Benefits and Well-Being Videos (RFPQ#HSS2021.C1), this is a “Micro-LBE Set-Aside”. This means that bid opportunities for this RFP are reserved for Certified Micro-Local Business Enterprises only. For more information on how to become a Certified Local Business Enterprise, please visit: <https://sfgov.org/cmd/lbe-certification>. If you feel that your organization would be qualified as a Local Business Enterprise, please consider submitting an application to join a list of Certified firms, which various City Departments reference for future opportunities.