



SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 1

TO THE REQUEST FOR PROPOSAL FOR:

Salesforce™ Software Development Services for the San Francisco Health Service System Dependent Eligibility Verification Audit– (RFPQ#HSS2021.E8)

[Micro LBE Set-Aside]

November 1, 2021

REQUEST FOR PROPOSAL

Salesforce™ Software Development Services for the San Francisco Health Service System Dependent Eligibility Verification Audit– (RFPQ#HSS2021.E8)

[Micro LBE Set-Aside]

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

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

A. Modifications to RFP:

1. **2.1.2.3.H (Training)**. There is a need to specify that the training which will be provided will be recorded by the selected Respondent and subsequently delivered to SFHSS for future review and use, in addition to the need to specify that the training provided shall not be delivered using the “train-the-trainer” model. As such RFP Article 2.1.2.3.H (Training), has been replaced in its entirety to read as follows:

2.1.2.3.H Training

1. Contractor will provide full End User training, via video conference, which will be recorded and furnished to and used by SFHSS for future references, to a small [approximately five-person] supervisory group of SFHSS employees with a Q&A session immediately after Go-live. This training shall not be provided using the train-the-trainer model.
 - a. Training shall include cover:

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- i. how to use the solution experience cloud site
- ii. how to the solution custom object is used

2. **3.5.4 Proposal Structure, Section 9: Insurance.** There is a need to indicate that the minimum level of require insurance may be subject to change. As such RFP Article 3.5.4 (Proposal Structure), Section 9 (Insurance Schedule) has been replaced in its entirety to read as follows:

Section 9: Insurance (word / page limit: not applicable)

Respondent shall provide evidence of the amount of insurance coverage carried as defined in Appendix A.1 (Standard Agreement), Article 5.

The insurance coverage listed in Appendix A.1 (Standard Agreement), Article 5, are minimum insurance standards, and the City reserves the right to revisit, modify and/or change the required insurance coverage and/or limitations therein, based on the final, mutually agreed upon scope of work contained within the final contract.

B. Questions & Answers

The following question was asked by Respondents in Addendum 1, and at that time the question could not be answered. SFHSS was able to research and find an answer the following Question:

1. **Q:** Could you clarify the discrepancy in Go-Live date (April 4, 2022), versus Implementation (1/3/2022 to 4/1/2022) 3 months, versus Estimated Contract Term (18 months), versus \$200K Budget?

Are you expecting Software Development Services to be accomplished in 3 months only and if so, what services is the vendor providing for the remainder of the 18 months?

A: SFHSS will execute an agreement with the highest ranked responded (Contractor) by January 2, 2022. Beginning January 3, 2022, the Contractor will begin implementation and development work with SFHSS and the Enterprise Systems and Analytics (ESA) team. That implementation and development work will be completed by or before April 1, 2022. The remaining fifteen (15) months of the agreement will

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include any necessary maintenance and support during both the 2022 Dependent Eligibility Verification Audit (DEVA) itself (April - June 2022), an as-needed debrief and lessons learned from the 2022 DEVA (est. July 2022), and if necessary, any additional work or updates in preparation for the 2023 DEVA. The cost for the debrief and any additional work, is expected to align with the hourly rates and costs for the 2022 DEVA work, if requested by SFHSS.

2. **Q:** For Section 2.1.2.3.H (Training), will a ‘train-the-trainer’ model be sufficient?

A: No. SFHSS is looking for a full solution training, with documentation, and to leverage our MS Teams or WebEx recording capabilities. Additionally, Section 2.1.2.3.H (Training) of this RFP has been modified through this 1st Addendum, to further clarify SFHSS’s training needs.

3. **Q:** Will the Selected Respondent be required to work on-site at the SFHSS Office, or can this work be performed remotely?

A: At this time, SFHSS has not outlined the direct business need for these services to be performed on-site, within the SFHSS office, located at 1145 Market Street, 3rd Floor, San Francisco California. However SFHSS reserves the right for an in-person services, if the business need arises.