

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 1

November 15, 2019

**REQUEST FOR PROPOSALS FOR
San Francisco Health Service System
Change, Intervention and
Diabetes Prevention Program**

RFPQ#HSS2019.W1

CONTACT: Michael Visconti, michael.visconti@sfgov.org, (415) 554-1711

This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions and comments received by or before 2:00 PM (PT) on November 12, 2019. 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. Section references below are to the RFP and are provided for convenience of reference only.

A. Modifications to Request for Proposals:

- 1. Section 2.2.2. (Program Communications)**, is hereby amended in its entirety to read as follows:

In support of the Program, Contractor will develop Member-facing written and electronic communications materials. Future iterations of the Program may require multiple languages in addition to English (US), including Mandarin, Cantonese, and Spanish. However, at this time SFHSS will not be providing additional language services for the Program.

Communications deliverables may include various forms of media and will leverage:

- SFHSS Bulk Email system MailChimp (email copywriting and editing for promotions, monthly flyer, and email header/footer)
- SFHSS Print and Mail Vendors (posters, postcards, educational handouts, assessment worksheets)
- SFHSS Digital and Social Media including Facebook (<https://www.facebook.com/pg/SanFranciscoHSS/posts/>), YouTube

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<https://www.youtube.com/channel/UCyzigny9oS2mQP-0JRUUsmg>) and the SFHSS Website (<https://sfhss.org/>).

B. Questions & Responses

1. **Q:** Will SFHSS accept proposals that include online or remote solutions? (RFP Secs. 1.1.5, 2.3).

A: SFHSS is open to multimodal solutions, including a solution that combines live, telephone, video, chat, or other live, remote and/or in-person methods, including those augmented by online resources and Member engagement methods. However, at this time, SFHSS Wellbeing is not entertaining passive, online-only solutions.

2. **Q:** Will SFHSS accept proposals that include a combination of live/in-person solutions and online and/or remote solutions? (RFP Secs. 1.1.5, 2.3).

A: Yes. Please reference SFHSS response to Question 1.

3. **Q:** What are SFHSS current capabilities for language translation services? Will such services be required of the selected contractor? Will such services be provided by a third-party? If so, will these be billed to SFHSS or covered by the selected contractor? (RFP Sec. 2.2.2).

A: No longer applicable. SFHSS will not be offering translation services at this time for the Program. Please reference Section A.1. above for modifications to RFP Sec. 2.2.2.

4. **Q:** For our proposal, as it relates to RFP Sec. 3.3.7 (Section 7: Pricing for Services), may we include both a fixed (and limited) population for Years 1-5, as well as a proposal that accounts for a gradual increase in participation year to year in subsequent years?

A: Yes. SFHSS will accept multiple approaches to the Program and responses to this RFP, including those that account for the success of the program, even if such proposals require additional funding in Year 2, 3, 4, and/or 5, even if this is considerable additional funding after Year 1 based on the success and popularity of the Program.

5. **Q:** What expenses are included in Pricing for Services? (RFP Sec. 3.3.7)

A: Pricing should be fully transparent and include all services, fixed expenses and variable expenses to be invoiced to SFHSS during the identified years

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(including, but not limited to, costs, salaries, overhead, travel, subcontractors, and materials).

6. Q: Will there be a cap on participation in Year 1? Will the budget for Year 1 be increased in participation exceeds that level? (RFP Secs. 1.1.2, 2.1.2, 3.3.7).

A: Yes. SFHSS expects respondents to this RFP to specify approximate thresholds for participation in accordance with the established budget. However, please refer to the response to Question 4 above permitting proposals that account for increased participation (and a comparable increase in the Program budget) for future years.

7. Q: Should RFP responses include an estimate for the number of participants which may be supported under the given budget in Year 1? (RFP Sec. 1.1.2, 2.1.2).

A: Yes. Please reference the responses to Questions 4 and 6 above.

8. Q: What past engagements or relationships should be disclosed by respondents? (RFP Sec. 3.3.3).

A: Respondents are encouraged to err on the side of over-inclusiveness and include any prior contractual or subcontracting relationship with the City and County of San Francisco or any City Department. A full list of City Departments can be found at <https://sf.gov/departments>.