SAN FRANCISCO HEALTH SERVICE SYSTEM
Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 2

RFP for EAP Case Management Software Solution Request for Proposals (RFPQ#SFHSS2023.W1)

March 7, 2023

REQUEST FOR PROPOSALS FOR

EAP Case Management Software Solution for the San Francisco Health Service System

RFPQ#SFHSS2023.W1

CONTACT: patrick.chang@sfgov.org, cc: michael.visconti@sfgov.org

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This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions received by or before the updated Deadline for RFP Questions on Thursday, February 23, 2023 (1:00 PM Pacific Time) 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 reference.

A. Questions & Answers

1. **Is there a determined budget for this project? Can you provide the budget for this contract or forecasted budget for the following 5 years?**

    SFHSS Response:

    Each year, the City and County of San Francisco adopts a budget for the next two (2) fiscal years in order to allow city departments, including SFHSS, to prepare accordingly based on what funding will be available the following year.

    Prior to the release of the RFP, SFHSS' General Fund budget (approved as of June 1, 2022) allocated $11,630 towards annual license fees for EAP case management software. SFHSS has requested an additional $20,570 in FY2023-24 (in our current budget submission, to be finalized on or about June 1 of this year) which can be applied to implementation, data conversion and other costs associated with a new EAP case management software solution. In addition, in the current budget submission, increased funding for the EAP case management software has been requested for FY2024-25 (beginning July 1 of next year) in the amount of $16,120. See Table 1 for a summary.

    Table 1 – SFHSS Budget Summary for EAP Case Management Software

Fiscal Year	Budget
FY23-24	$11,630 to $32,200*
FY24-25	$16,140 and any carry-forward required for ongoing implementation or customization.**
FY25-26 through FY27-28	$16,140 to $17,123

    * Plus any carry-forward from FY22-23 up to $5,000.
    ** SFHSS may request $32,200 for FY24-25 in the February 2024 budget submission.

    While SFHSS cannot predict our budget instructions from the Mayor's Office over a five-year period, SFHSS' internal EAP is a priority for SFHSS and City employees and will continue to remain a critical part of SFHSS' and the City and County of San Francisco's efforts to support and maintain the health and well-being of our employees.

    More information on the City's budget process is available at https://sf.gov/topics/budget. More information on SFHSS' internal EAP program and its expansion over the last ten years is available at https://sfhss.org/eap.

2. **Are there any desired features and/or functionalities that were not included in the RFP that SFHSS would be interested in including in the solution? What about additional reporting capabilities?**

   <u>**SFHSS Response:**</u>

   RFP Appendix A, Section 3 (Vendor Response Form Questionnaire) and Appendix B (Current Fields and Files) list the features and functionalities SFHSS has identified to be of interest in the desired solution. These functionalities are not ranked or listed in any particular order. If a proposer's solution has additional capabilities that are not included in those sections, SFHSS would welcome additional recommendations based on your understanding of SFHSS and our EAP needs.

   Reporting Capabilities. Reporting is a priority for SFHSS and the Health Service Board (Board).[1] Reporting provides insight for SFHSS and the Board to ensure that services provided to Employees meet their well-being needs. As such, the selected vendor should be able to provide monthly, quarterly, and annual reports to SFHSS that include, but are not limited to, data fields listed in RFP Appendix B (Current Fields and Files). Please note that a solution's reporting capability should be included in your quoted cost. If an additional cost is associated with monthly/quarterly/annual reporting capabilities, indicate such in the "Vendor Response Form Questionnaire" (RFP Appendix A, Section 3).

3. **Should Respondents to the RFP include the cost of data conversion or migration in their cost estimates? Can you describe the requirements for converting data from the current solution if needed, including the amount and types of data?**

   <u>**SFHSS Response:**</u>

   Yes, the estimated cost for data conversion should be included in a proposal's cost estimate.

   If data migration is required, SFHSS will expect close collaboration between the incumbent and the selected vendor and has allocated between four and six months for this process (although SFHSS understands and will support additional time and effort to successfully migrate to a new solution). Please see Appendix B, Current

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[1] https://sfhss.org/health-service-board

Fields and Files, which describes the approximately 3,650 files from the current EAP software solution for more information.

4. Is SFHSS seeking a vendor to provide hosting, or will SFHSS be hosting the database?

SFHSS Response:

SFHSS is seeking a vendor with the capability of providing HIPAA-compliant hosting for its SaaS solution as part of its standard services. There are no plans to host the application on City servers.

5. Please describe any integrations SFHSS is seeking or requiring from a solution, including their characteristics or attributes.

SFHSS Response:

SFHSS welcomes information on any integrations that vendors may have to offer, including, but not limited to, whether it is capable of bi-directional integration. The department's subject-matter experts (SME) will assess each available integration to evaluate its utility, cost efficiency, and value to managing, administering, and evaluating the City's internal EAP services.

For example, describe your solution's capability for, but not limited to, the following:
- Microsoft Outlook integration and its utility for contacting members and scheduling appointments;
- Cisco WebEx Contact Center integration for managing call direction and queuing, chat functionality, and reporting;
- Embedding webpages on https://sfhss.org/;
- Hosting surveys, questionnaires, and other forms; or
- Other available integrations.

6. Please provide clarification regarding the breakdown of roles and responsibilities of the requested user licenses.

SFHSS Response:

As outlined in RFP Appendix A, Sec. 4 (Respondent Cost Quote) and Addendum No.1, Question 3, SFHSS requires a sufficient number of licenses to allow access for four (4) authorized users, with the ability to add more users as needed.

SFHSS will also require differentiation in users' system access to ensure the privacy of members' personally identifiable information (PII) and protected health information (PHI). Table 2 below is only a summary of sample user roles, responsibilities, and permissions for informational purposes. The distinctions for actual users authorized by SFHSS may differ.

Table 2: Sample Application User Roles & Responsibilities

		User Type	**A**	**B**	**C**
Users	▪ Estimated # (min-max)		2-3	1	1-2
Roles and Responsibilities	▪ Input client data		●		
	▪ Pull de-identified reports			●	
	▪ System administration				●
	▪ System configuration				●
Permissions	▪ Patient-level data		●		
	▪ De-identified / Aggregated data		●	●	
	▪ Add / remove users				●
	▪ Assign roles				●
	▪ Export / import data			●	●