



**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**ADDENDUM NO. 1**

**RFP for Change, Intervention and Diabetes Prevention Program  
(RFPQHSS2023.W2)**

August 17, 2023

**REQUEST FOR PROPOSALS FOR  
Change, Intervention and Diabetes Prevention Program for  
the San Francisco Health Service System  
(RFPQHSS2023.W2)**

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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 and requests for clarification received by or before Thursday, August 10, 2023 at 12:00 PM (PDT) (the “Deadline for RFP Questions”).

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP (issued July 21, 2023) and the terms of this Addendum No. 1, then the terms of this Addendum No. 1 shall prevail.

Section references below are to the RFP and are provided for convenience of reference only.

**A. Questions & Answers**

- 1. Please confirm the budget and number of employees SFHSS intends to serve through a DPP resulting from this RFP. Does SFHSS intend for the contract budget expenditures to match the fiscal year, or will it be based on the contract start date? Is there flexibility on how the budgeted fiscal year amounts can be allocated depending on when the contract is executed?**

**SFHSS Response:**

SFHSS has budgeted \$55,000 for each of the next two (2) fiscal years (i.e., FY23-24 and FY24-25) with the expectation that a DPP resulting from this RFP will be inclusive of the full scope of services described in the RFP.

Moreover, SFHSS expects the DPP will serve a minimum of eight (8) and a maximum of sixteen (16) Members per cohort (RFP Sec. 2.4.2.b, Cohorts Composition and Service Start Periods.) over the following periods summarized below in Table 1.

**Table 1 – Expected Number of DPP Cohorts and Enrollees**

<b>Service Start Dates</b>	<b># of Cohorts</b>	<b>Total Enrollees</b>	
		<i>Minimum</i>	<i>Maximum</i>
October 1, 2023 – June 30, 2024	4	32	64
July 1, 2024 – June 30, 2025	4	32	64
July 1, 2025 – December 31, 2025	2	16	32
<b>Total</b>	<b>10</b>	<b>80</b>	<b>160</b>

Based on when services under an agreement resulting from this RFP begin, any unused funds from one fiscal year can be carried forward to the subsequent fiscal year for costs associated with DPP cohorts and wrap-around services that initiated during those time periods above.

- 2. Is SFHSS looking for Respondents to provide a budget based on the cost categories outlined in RFP Appendix A – Vendor Pricing Form?**

**SFHSS Response:**

Yes. SFHSS expects Respondents to provide a proposed budget with a breakdown by, at minimum, the cost categories included in RFP Appendix A –

Vendor Pricing Form to enable a comparison of costs across Respondents' Proposals. Please include additional rows, details, and assumptions as necessary, including any incidental costs, fixed, costs, and/or fees clearly identified and segregated.

- 3. What was the total utilization for the current DPP in the last full twelve (12) month period? How many cohorts were implemented, and how many average participants were enrolled per cohort? Were all cohorts fully enrolled?**

**SFHSS Response:**

Since the City began offering the DPP program, a total of one hundred forty-eight (148) Members have enrolled over ten (10) cohorts, with an average enrollment of 14.8 Members per cohort and a retention rate of sixty-eight percent (68%).

***Table 2 – Summary of DPP Cohorts and Enrollments***

<b>Start Period</b>	<b># of Cohorts</b>	<b>Total Enrolled</b>	<b>Average Enrollees per Cohort</b>	<b>Retention Rate</b>
FY2020 – 2021	5	76	15.2	69%
FY2021 – 2022	2	23	11.5	38%
FY2022 – 2023	3	49	16.3	86%
<b>Total</b>	<b>10</b>	<b>148</b>	<b>14.8</b>	<b>68%</b>

- 4. What are the other diabetes prevention programs available to employees through their Health Plans?**

**SFHSS Response:**

The DPP resulting from this RFP is intended to supplement the benefits available to SFHSS members through the health plan they enrolled in and can include a variety of classes, tools, and discounts to support their well-being.

More information on diabetes prevention resources available to SFHSS member under each health plan is available at <https://sfhss.org/using-your-benefits/diabetes-prevention>.

5. **Is the vendor required to provide all DPP services, including wrap-around services, or can the vendor collaborate with other DPP providers to apply to offer these DPP services? For example, can the vendor collaborate with the SFHSS Well-Being Division to offer group-exercise classes to fulfill the wrap-around service requirements and also collaborate with another party as a subcontractor to complement and/or scale their programs?**

**SFHSS Response:**

The City is open to a joint Proposal from two (2) or more parties, whereby one entity must be identified as the Respondent/Primary Proposer. The contact, address, telephone and email information are required for the Respondent as well as any Joint Respondent(s).

The Respondent will serve as SFHSS primary point of contact, and the Respondent will bear the sole responsibility for performance under any awarded contract. A Respondent may not submit more than one (1) Proposal in response to the RFP. Respondent must have the legal authority to independently enter into a contract to perform services described in the RFP.

6. **Please confirm if a gap analysis will be required as part of this RFP as it was for the RFP released in 2019?**

**SFHSS Response:**

No. A gap analysis is not a part of the scope of services for an agreement resulting from this RFP.

7. **Compared to the 2019 RFP, the current RFP appears to have an expanded scope of services relating to marketing and communications in this RFP (Sec. 2.3, Program Communications Services). To support vendors in developing an accurate budget proposal, please provide the following clarifications:**
- a. **Contextual factors for the scope expansion in marketing and communications for the DPP?**
  - b. **Will SFHSS provide a staff person to collaborate with the Selected Respondent on digital content, or is this responsibility expected to shift entirely to the Selected Respondent?**

**c. Can SFHSS share the full scope and expected time involved in creating the listed platforms for promotion, specifically for the digital content?**

**SFHSS Response:**

While the scope of services in the current RFP pertaining to marketing and communications is expanded from that in the 2019 RFP and modified in Addendum No. 1, dated November 15, 2019, it is consistent with the scope of services being provided by the incumbent Contractor.<sup>1</sup> SFHSS seeks to continue this level of outreach and engagement with its Members to ensure their awareness of – and support their enrollment in – this supplemental resource for their health and well-being.

SFHSS will have a staff person available throughout the project to collaborate with the Selected Contractor on the development of content, and SFHSS will be solely responsible for delivering all marketing and communications materials to our members after content is finalized.

Based on our experiences with the existing DPP, SFHSS anticipates approximately twenty (20) hours involved in the development of the resources and content described in RFP Sec. 2.3 (Program Communications Services) which may include emails, content for <https://sfhss.org/> in the form of images, flyers and/or posters, and the development of presentation slides and/or talking points for member education sessions.

**8. Regarding RFP Appendix A-1: Professional Services Agreement, please clarify whether the language can be negotiated between the City and the Selected Respondent, including verbiage in the recitals – for example, the meaning of “wishes to procure” in relationship to DPP and wrap-around services?**

**SFHSS Response:**

Per RFP Sec. 3.4.9 (Section 8: Standard City Agreement and Business Associates Agreement), the Standard Agreement is an integral component of a Respondent’s Proposal which will serve as the base for negotiations with the Selected Respondent. Respondents must include a copy of the Standard Agreement with its

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<sup>1</sup> Addendum No. 1 - Change, Intervention and Diabetes Prevention Program (RFP), dated November 15, 2019 retrieved from [https://sfhss.org/sites/default/files/2019-11/Addendum%20No%201\\_2019%20Change%20Intervention%20and%20DPP\\_RFPQHSS2019.W1.pdf](https://sfhss.org/sites/default/files/2019-11/Addendum%20No%201_2019%20Change%20Intervention%20and%20DPP_RFPQHSS2019.W1.pdf)

Proposal that shows the changes Respondent proposes to make and discuss if it is selected by SFHSS as a result of this RFP.

Any proposed changes to City's terms and conditions in the Standard Agreement under Articles 1 through Article 14 will require review and approval by the City Attorney's Office, and SFHSS cannot guarantee that any alternative language will be accommodated. SFHSS will consider the number and nature of the terms and conditions a Respondent is objecting to in determining the likelihood of completing an agreement with Respondent if selected. However, language in the Recitals can be amended to best reflect the nature of the services being provided by the Selected Respondent.

**9. Was the Business Associates Agreement required under the 2019 RFP as it is for this RFP (see RFP Appendix A-2: Business Associates Agreement)?**

**SFHSS Response:**

Yes. The Business Associates Agreement was required by the City as part of the 2019 RFP and can be referenced at [https://sfhss.org/sites/default/files/2019-10/RFP%20SF%20Health%20Service%20System%20Change%20Intervention%20Diabetes%20Prevention%20Program\\_10.30.2019.pdf](https://sfhss.org/sites/default/files/2019-10/RFP%20SF%20Health%20Service%20System%20Change%20Intervention%20Diabetes%20Prevention%20Program_10.30.2019.pdf) under Appendix B on pages 43 to 50.