



ESSEX COUNTY OFFICE OF THE MANAGER

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TO: All Bidders
FROM: Linda Wolf, CPA, Purchasing Agent
DATE: January 13, 2023
SUBJECT: Addendum #1 RFP CASE MANAGEMENT SYSTEM

This Addendum, issued to bid document holders of record, indicates changes to the bid documents for the *Case Management System* RFP Opening January 18, 2023.

PLEASE SEE FOLLOWING QUESTIONS & ANSWERS:

QUESTION: What is the budget intended for the project to support the scope of work? Has the county identified future funding mechanisms for the project?

ANSWER: The budget is under \$50,000. The funding is from NYSDOH State Aid Program for General Public Health Work issued to Local Health Departments.

QUESTION: Is the County open to a SaaS model for the case management system?

ANSWER: Yes, we want a cloud based model.

QUESTION: Can the County please provide the definition and scope of requirements surrounding the billing needs? Scope of Work, Section 9.c. indicates generating bills for services. Can you provide more detail for this requirement, such as which services are billed for and determine actual billing?

ANSWER: The Patient Protection and Affordable Care Act (ACA) of 2010 authorized the creation of the Maternal, Infant and Early Child Home Visiting Program (MIECHV) to promote and improve the health, development and well-being of at-risk children and families through evidence based home visiting programs.

The Health Department seeks to bill for 1-time visits or as allowable under NY and federal laws for ~300 visits/year. Billing codes shall be provided by the CMS and meet the Medicaid billing standards. Bills could be generated uniquely for each individual to be billed to that individual's insurance provider or bills could be generated in groups for individuals all with that same insurance provider to be submitted monthly by the Health Department to insurance providers. Other billing options are acceptable.

QUESTION: Section D, Billing Services indicates that the County reserves the option to partner with the chosen vendor to perform the actual billing of various payers. Can you clarify if this piece of functionality is required or should be considered a value add on?

ANSWER: This functionality is not required and may be considered a value add on.

QUESTION: Regarding the patient portal capabilities, can the County clarify the goals for this requirement. Specifically, which services would be billed for that patients/clients would be paying for?

ANSWER: The goal of the patient portal is to offer a platform through which "Staff" of the Health Department may communicate, document visits, goals, outcomes, etc. with unique "Cases" in a way that supports access to "Cases" and "Staff" both with their own view of the portal. The Health Department seeks to bill for 1-time visits or as allowable under NY and federal laws.

QUESTION: Are all 10 intended users part of the Universal Home Visiting Program Early Steps for Futures, or would other Health Department employees need access to the system?

ANSWER: Yes, as well as other departments under the Health Department umbrella.

QUESTION: One of the specifications for Bid Evaluations on page 15 of the General Specifications for Procurement Contracts indicates that a bid will be rendered unacceptable if there is a necessary bid deposit missing. Can you clarify that a bid bond is not required for this RFP?

ANSWER: No, one is not required.

END OF ADDENDUM # 1