

REQUEST FOR INFORMATION



Clinical Laboratory and Phlebotomy Services

RFI Number # 2017-007

County of San Mateo Behavioral Health &
Recovery Services

Release Date: June 21, 2017

Responses must be Received
by **4:00 p.m.** Pacific Standard Time
on **Wednesday, July 12, 2017**

**REQUEST FOR INFORMATION
FOR
CLINICAL LABORATORY AND PHLEBOTOMY SERVICES**

Interested respondents must register online with the County at
<http://www.smchealth.org/bhrs/rfp>

Responses must be submitted to:
San Mateo County Behavioral Health and Recovery Services
Attn: Mary Vozikes
2000 Alameda de las Pulgas, Suite 280
San Mateo, CA 94403

By 4:00 p.m. Pacific Time on Wednesday, July 12, 2017

RESPONSES WILL NOT BE ACCEPTED AFTER THIS DATE AND TIME

Note regarding the Public Records Act:

Government Code Sections 6250 *et seq.*, the California Public Record Act, defines a public record as any writing containing information relating to the conduct of the public business. The Public Record Act provides that public records shall be disclosed upon written request and that any citizen has a right to inspect any public record unless the document is exempted from disclosure.

Be advised that any contract that eventually arises from this Request For Information is a public record in its entirety. Also, all information submitted in response to this Request For Information is itself a public record **without exception**. Submission of any materials in response to this Request For Information constitutes a waiver by the submitting party of any claim that the information is protected from disclosure. By submitting materials, (1) you are consenting to release of such materials by the County if requested under the Public Records Act without further notice to you and (2) you agree to indemnify and hold harmless the County for release of such information.

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SECTION I – GENERAL INFORMATION

A. STATEMENT OF INTENT

San Mateo County is conducting research through the Request for Information (RFI) process to solicit information for possible solutions for Clinical Laboratory and Phlebotomy Services. This RFI contains preliminary information to serve as a platform for discussion with the provider community. The information in this RFI is in no way final nor does it represent what may be contained in a future RFP. This RFI does not constitute a commitment to issue an RFP, award a contract, or pay any costs incurred in the preparation of a response to this request.

SECTION II – SCOPE OF CONCEPT

A. DESCRIPTION

Behavioral Health and Recovery Services (BHRS) is seeking information for clinical laboratory services and phlebotomy services. All services shall be provided in a manner prescribed by the laws of California and in accord with the applicable laws, titles, rules, and regulations, including the Clinical Laboratory Improvement Act (CLIA) of 1998 and its subsequent amendments, and Title 17, Section 2505, of the California Code of Regulations.

The phlebotomy and laboratory services will be provided to the San Mateo County Mental Health Plan (“MHP”) beneficiaries, and includes indigent clients and San Mateo County clients with, but not limited to, the following types of insurance coverage: Medi-Cal, Healthy Kids, HealthWorx, and/or HPSM Care Advantage and other coverages identified in the Participating Health Plans. Laboratory services will be ordered by the MHP or contractor psychiatrist(s) or psychiatric nurse practitioner(s) for the management of mental health conditions at various mental health sites. Additional clinical sites may be added by MHP as needed.

Below is a description of the required services:

1. Specimen Collection

Supplies for the collection, preservation and transportation of specimens will be provided by Contractor to all ordering facilities. These include, but are not limited to: needles, specimen tubes/slides, collection and preservation equipment.

2. Specimen Transport

Contractor shall provide specimen transportation services by staff trained in the handling of laboratory specimens, including documentation of chain of custody of specimens. Contractor shall provide specimen pickup routinely at each BHRS facility. Transportation service and delivery of specimens shall be available once per day, Monday through Friday, at a regularly scheduled time. Pick-up service from the BHRS facilities where blood is drawn or urine samples collected shall be provided.

3. Clinical Laboratory Analysis

Clinical laboratory services shall include, but not be limited to the following areas: chemistry, drug testing, hematology, serology, and blood counts associated with

Clozapine and Clozaril groups. Test methodologies must meet or exceed industry standards. Laboratory analysis shall be conducted by licensed staff.

4. Specimen Collection Supplies

Contractor shall provide the supplies required for specimen collection for laboratory analyses.

5. Phlebotomy Services

Contractor shall provide phlebotomy services by certified phlebotomists at BHRS clinic sites during regular clinic hours, for a minimum of 14.5 hours of phlebotomy service per week. Phlebotomists will provide efficient and empathetic service. New phlebotomists will receive four (4) hours of training in working with mental health clients. Training will include four (4) hours of training provided by BHRS staff.

6. Test Reporting

Contractor shall send the laboratory test results to the corresponding BHRS site via teleprinter or fax, and on a secure website. Contractor shall have the ability to send laboratory test results via HL7 electronic interface, including "test not performed" results the order was electronically generated by the County. If a service is ordered by a contracted provider for a San Mateo County Medi-Cal insured client who is not served at one of the described sites, the results shall be sent directly to that contracted provider.

7. Quality Assurance

Contractor will provide a quality control program and meet Clinical Laboratory Improvement Amendments guidelines as well as state and local regulations. Quarterly clinical laboratory QA reports shall be provided to BHRS upon written request.

Contractor's quality assurance program will include quarterly on-site inspections of BHRS phlebotomy services and consultation to staff. Inspection recommendations and Quality control audits shall be provided to County upon written request.

SECTION III – RFI QUESTIONS

Questions and Responses Process. Submit all questions relating to this via email to Mary Vozikes at mvozikes@smcgov.org.

All questions must be received no later than 4:00 p.m. on Monday, June 26, 2017. Responses to questions will be posted on the County website.

Responses to questions, as well as any warranted changes to the RFI, will be posted on the County website: <http://www.smchealth.org/bhrs/rfp>. It is the responsibility of each respondent to check the website for changes and/or clarifications to the RFI prior to submitting a response. A respondent's failure to do so will not provide a ground for protest.

A. IMPLEMENTATION METHODOLOGY AND PLAN

- Philosophy/Service Model
 - How many staff hours per week would be needed to effectively deliver the services?
- Staffing and Training
 - How many positions would be needed to deliver the services? Indicate any staff licensing requirements.
 - Do you currently offer multi-lingual capability in your service delivery? If not, how would you propose serving clients whose primary language is not English?
- Quality/Program Evaluation
 - How would you handle emergency situations that may arise with the target population?
- Other Information

SECTION IV – GENERAL TERMS AND CONDITIONS

Register at <http://www.smchealth.org/bhrs/rfp>. All potential respondents must register at the County website to receive important updates about the RFI process and to submit responses.

Read all Instructions. Read the entire RFI and all enclosures (if any) before preparing your response.

Miscellaneous. This RFI is not a commitment or contract of any kind. The County reserves the right to pursue any and/or all ideas generated by this RFI.

SECTION V - RFI RESPONSE CONTENT AND SUBMISSION PROCEDURE

This section describes the general RFI procedure used by the County, and the remaining sections of this RFI list detailed requirements. Include the following in the response:

A. GENERAL PROVIDER INFORMATION

- **Contact Information** - Name of the primary point of contact for the response, position title, and include e-mail address and phone number.
- **Qualifications of your Organization** – Include a statement of the extent of experience and history providing the services requested or similar services. With the history, include the length of time in business, and any experience working with public agencies.
- **Professional Qualifications** – If applicable, list the professional qualifications held by your agency and/or personnel

B. LETTER OF INTEREST - CONTENT

Provide a response on your letterhead that includes the address, voice and facsimile numbers, and e-mail address of the contact person or persons. List the name of each person authorized to represent the respondent in negotiations. Letters of interest must provide a statement that addresses the following:

- Qualifications of your organization – include a statement of the extent of experience and history working with the target populations and/or providing the services requested or similar services. With the history, include the length of time in business, and any experience working with public agencies. Describe how this program will fit into your overall organization.
- Service methodology – describe your service model and approach to addressing the service needs of the target population, your approach to working collaboratively with multi-agency partners, and the geographic area of the County, if applicable.
- Size of organization – number of employees, organizational chart, how many of the employees are full time or contracted/consultant personnel.
- Professional qualifications – if applicable, list the professional qualifications held by your agency and/or personnel.

C. SUBMISSION PROCEDURES

General Instructions: All proposals shall be typewritten or prepared on a computer using 12 point, Times New Roman font. Pages shall be consecutively numbered, including any exhibits, charts, and/or other attachments. There are no page limits.

Responses: The RFI response shall be submitted in either of the following accepted formats:

1. Electronically via email to: Mary Vozikes, Contract Administrator II mvozikes@smcgov.org, or
2. Paper copy through the postal service to:

SAN MATEO COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES

Attn: Mary Vozikes, Contract Administrator II
2000 Alameda de las Pulgas, Suite 280
San Mateo, CA 94403

All responses must be received by the stated date and time in order to be considered for review. The County will not be responsible for and may not accept late responses due to slow internet connection.

RFI Response Due Date: Responses must be received by **4:00 p.m. on Wednesday, July 12, 2017.**

Additional Contact Information: Should you have questions about the RFI process you may contact the following individual:

Mary Vozikes – Contract Administrator II, mvozikes@smcgov.org, 650-573-2537.