



Finance and Administrative Services Department – Purchasing Division

**RFP Addendum No 1**

May 14, 2025

**ORANGE COUNTY RFP No 367-OC 5455**

**OC Health Department Medical and Dental Clinics Staffing and Efficiency Analysis**

To All Interested Consultants:

Please see the following questions and responses below.

1. What is the payer mix for your medical and dental clinics? Is it mostly Medicaid?

**RESPONSE:**

Please refer to the table below.

OCHD Payor Mix %, FY2024-25 Budget			
TYPE	ACCOUNT DESCRIPTION	Personal Health	Dental Health
Revenues	MEDICAID	71.0%	40.3%
	INSURANCE	20.4%	12.4%
	SELF PAY	8.6%	47.3%
	Total:	100.0%	100.0%

2. Because you are asking for a combination of physical space and personnel process assessment. Is there any consideration of splitting this into two packages?

**RESPONSE:**

We are not considering this at the moment. In the past, vendors have worked together to submit one proposal with two separate teams to address the different assessments.

3. Please describe the IT infrastructure that supports OCHD, specifically:
  - a. If you use a cloud platform, which cloud provider do you use?
  - b. Which Information Technology (IT) group supports OCHD's IT infrastructure?
  - c. What type of Database stores OCHD data?

**RESPONSE:**

- a. M365 is cloud provider, but no compute in M365.
- b. Orange County Information Technologies (OCIT)
- c. MSSQL and SQL Anywhere.

4. What is the technical background of the people who will be responsible for running/executing and updating the “electronic model of the staffing analysis” that the consultant will deliver?

**RESPONSE:**

Orange County Staff have strong technical skillsets in the MS Cloud and Database platforms listed above and in the MS 365 environment.

5. Will the IT group named in answer 3(b) above be involved in the deployment of tools developed by the consultant?

**RESPONSE:**

Yes

6. As we refine the scope and structure of our proposal, we want to ensure that our approach aligns with your budget expectations. Is there a target price range or budget cap that you would recommend we keep in mind while finalizing our cost estimates for this engagement?

**RESPONSE:**

Based on similar projects in other departments in the County, we expect proposals for approximately \$60,000 give or take. We have not set a cap as we are interested in strong proposals that are able to deliver our assessment needs.

7. Does OCHD manage billing internally, or is it outsourced to a billing vendor? If managed internally, is the billing process centralized within one department, or decentralized across various programs?

**RESPONSE:**

We manage billing internally. There is a team of Accounting technicians that manage/process claims for the medical clinic housed within our Financial and Administrative Services (FAS) Division. We also have two (2) staff in the Dental Clinic that manage/process claims for dental services.

8. Does OCHD have a hybrid work policy for non-clinical staff? If so, could you please provide details regarding the requirements for on-site work hours?

**RESPONSE:**

OCHD follows the Orange County remote work policy which outlines normal business hours as Monday – Friday, 8am – 5pm.

9. What Electronic Health Record (EHR) system is currently utilized for the medical and dental clinics?

**RESPONSE:**

Medical Clinic uses UNC **EPIC** Community Connect.

Dental Clinic uses **Eaglesoft** Practice Management Solution, Patterson Dental

10. Is there an estimated budget amount for this effort? If not, is there a budget range for this effort?

**RESPONSE:**

The County does not have a firm budget for this project. We have not set a cap as we are interested in strong proposals that are able to deliver our assessment needs.

11. Is the contractor expected to be on site for a specific duration (understanding that there are two in-person presentations)?

**RESPONSE:**

We expect contractors on site as needed to thoroughly assess the clinic workflow and physical space capacity for services rendered. Status update meetings could be held remotely.

12. Will data sharing agreements be required for this effort (such as for electronic medical record access)?

**RESPONSE:**

Any contract with the selected vendor will include a Business Associates Agreement. That will cover privacy concerns. Implementation of an actual data use agreement would be dependent on vendors need to access actual client records for full understanding of clinic flow. The need to view patient records without staff present would need a thorough explanation of why and intended use of data.

13. What is your estimated timeframe from project execution to completion? Do you have a certain date that you need the final deliverable completed by?

**RESPONSE:**

The County does not have a firm deadline for completion of services. We desire to improve efficiencies as soon as possible.

14. Will the county provide a liaison or analyst that will provide data regarding staffing levels and budget to the consultant to successfully obtain information needed to meet the deliverables?

**RESPONSE:**

Yes. County Staff will be available to provide data related to staffing levels and budget.

15. Will the consultants be granted viewing only access to the EMR/DMS? Can this be done without violating PHI?

**RESPONSE:**

Any contract with the selected vendor will include a Business Associates Agreement. That will cover privacy concerns. Implementation of an actual data use agreement would be dependent on vendors need to access actual client records for full understanding of clinic flow. The need to view patient records without staff present would need a thorough explanation of why and intended use of data.

16. Could the county please provide a listing of the health services available at each of its locations?

**RESPONSE:**

Medical (Hillsborough and Chapel Hill)	Dental (Hillsborough and Chapel Hill Mobile Clinic)
<ul style="list-style-type: none"><li>• Adult Health</li><li>• Breast and Cervical Cancer Screening</li><li>• Maternal Health</li><li>• Child and Adolescent Health</li><li>• Family Planning and Birth Control</li><li>• Sexually Transmitted Infections Prevention, Testing, Counseling and Treatment</li><li>• Primary Care</li><li>• Behavioral Health Integration</li><li>• Immunizations/Vaccinations</li><li>• Refugee Health</li><li>• Communicable Disease Services</li><li>• Rabies Exposure Counseling</li><li>• Tuberculosis</li><li>• Medical Nutrition Therapy</li><li>• Diabetes Self-Management</li><li>• Diabetes Prevention</li></ul>	<ul style="list-style-type: none"><li>• Dental Exams</li><li>• Cleanings</li><li>• Toothbrush Prophylaxis</li><li>• Fillings</li><li>• Simple Extractions</li><li>• Mobile Dental Services</li></ul>

17. How are Medical and Dental services reimbursed at the clinics? Is there an encounter-based rate, or is each procedure reimbursed at a separate rate?

**RESPONSE:**

Medical and Dental Services are reimbursed through patient self-pay, Medicaid, Medicare, and commercial insurance. Medical and Dental Services are billed based on a fee schedule approved by the Board of Health. Fees are assigned to CPT codes that are billed during a visit. A financial assessment is performed with each client, and self-pay clients are billed based on a sliding fee scale. Both clinics accept Medicaid, Medicare, and commercial insurance.

End of Addendum No 1