



Gold Coast Health PlanSM

A Public Entity

RE: Request for Proposal Number GCHP04082024

Gold Coast Health Plan (GCHP) is interested in establishing multiple agreements with temporary labor service providers. Qualified Contractors will be placed on a qualified vendor list and will be eligible to provide staff augmentation services to GCHP as needs arise. This Request For Proposal establishes the background, service expectations required for potential contractors (“Contractors”) to submit a proposal.

The proposal response must be in accordance with the following:

1. **INSTRUCTIONS:**

- 1.1. This Request for Proposal is not an offer to contract but rather an attempt to establish a common framework within which an agreement may be reached. Responses submitted by a Contractor to this Request for Proposal represent a firm offer to contract on the terms and conditions described in the Contractor’s response.
- 1.2. This solicitation shall not be construed as a requirements or supply contract. GCHP shall not have any obligation hereunder to purchase any Products or Services from the selected Contractor.
- 1.3. All proposals become the property of the GCHP and will not be returned to the responding Contractor unless otherwise determined by GCHP in its sole discretion.
- 1.4. Any costs incurred by the responding contractor for developing a proposal are the sole responsibility of the responding Contractor and GCHP shall have no obligation to compensate any responding contractor for any costs incurred in responding to this RFP. If GCHP should determine that in-person interviews are necessary, interviews will be held at the GCHP’s offices and any costs associated with such interviews will be the responsibility of the responding Contractor.

1.5. Procedure Overview and Time Schedule

Below is the procedure overview and tentative time schedule for this procurement.

Event	Date	Time (If applicable)
RFP Released	4-25-24	
Intent to Bid Notification Due By	4-29-24	5:00pm, PT
Questions Due	5-02-24	5:00pm, PT
Questions Answered	5-07-24	
RFP Proposal Due Date	5-13-24	5:00 pm PT
Short List Established and Contractual Discussions Begin	5-24-24	
Notice of Award	tbd	

All questions must be submitted in writing. Submit your questions to the procurement contact listed below, (Section 1.7) via email. Copies of all questions and answers will be distributed to all qualified Contractors, without any identification of the inquiring Contractor. Questions received after May 2, 2024 will not be answered. Please use [Attachment 7](#) to submit all questions.

GCHP will establish the short list and make the final contract award based on the proposal(s) GCHP determines, in its sole discretion, is in the best interest of GCHP. Contract negotiations may occur simultaneously with more than one short listed Contractor.

1.6. Intent to Bid

Prospective Contractors are asked to notify the procurement contact of this RFP of either their intention to submit a Proposal or to indicate the reason(s) for not submitting a Proposal. Failure to notify your Intent will not affect the acceptance of any Proposal.

Submitting your Intent to Bid. Reference [Attachment 6](#). Complete the form provided; submit the Letter of Intent to Bid by the date listed in section 1.4 "Time Schedule" by e-mailing it to: gantoniono@goldchp.org.

1.7. The procurement contact is below. All communications and proposals must be submitted to the procurement contact. Proposals and questions should be submitted via email to:

Gregory Antoniono
Manager, Procurement
gantoniono@goldchp.org
805-390-1751

1.8. Length of Proposal. Due to the length of the evaluation, approval, and procurement process at GCHP, proposals are required to be valid for a minimum of 120 days. A proposal may not be modified, withdrawn or canceled by the Contractor for a one hundred twenty (120) day period following the deadline for the submission of the proposal. The Contractor so agrees to this condition by submission of the proposal.

1.9. Letter of Transmittal

1.9.1. Contractors shall include a letter of transmittal that bears the signature of an authorized representative of the Contractor's company. The letter of transmittal will also include the name(s) of the individual(s) authorized to negotiate with GCHP as well as the names of sales

representatives appointed by the Contractor, and the name of the Contractor's Project Manager.

1.10. Conflict Of Interest

The successful Contractor will be required to certify, to the best of its knowledge, that its proposal and any awarded contract is not in violation of any provisions of state laws related to conflicts of interest, and that it is familiar with such laws, including Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. A conflict of interest certification is attached as **Attachment 3** and shall be submitted with the proposal.

Individuals who will perform work for GCHP on behalf of the successful Contractor might be deemed public officials under state conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, in accordance with the law and GCHP's Conflict of Interest Code.

1.11. Experience/References

1.11.1. Contractors must provide the names of at least three (3) references that have recently contracted your company for similar services. For each reference listed, provide the following. Use **Attachment 4** with your response.

Company name

Company address

Person to contact

Telephone number of contact

1.12. Financial information

1.12.1. Each Contractor shall include one (1) complete copy of its most recent Annual Report or audited financial statements in its Proposal Response.

1.13. Proposal is a Public Record

Proposals will remain confidential during the procurement process only until such time as determined by GCHP in its sole discretion. Thereafter, all information submitted by a responding Contractor may be treated as a public record by GCHP. GCHP makes no guarantee that any or all of a proposal will be kept confidential, even if the proposal is marked "confidential," "proprietary," etc.

1.14. Reservation of Rights

GCHP reserves the right to do the following at any time, at GCHP's sole discretion:

1.14.1. Reject any and all proposals, or cancel this RFP.

1.14.2. Waive or correct any minor or inadvertent defect, irregularity or technical error in any proposal.

1.14.3. Request that certain or all Contractors supplement or modify all or certain aspects of their respective proposals or other materials submitted.

1.14.4. Procure any services specified in this RFP by other means.

- 1.14.5. Modify the specifications or requirements for services in this RFP, or the required contents or format of the proposals prior to the due date.
- 1.14.6. Extend the deadlines specified in this RFP, including the deadline for accepting proposals.
- 1.14.7. Negotiate with any, all, or none of the Contractors.
- 1.14.8. Terminate negotiations with a Contractor without liability and negotiate with other Contractors.
- 1.14.9. Award a Contract to any Contractor, including a Contractor other than the Contractor offering the lowest price.

1.15. Supplier Diversity

Supplier diversity is a high priority at GCHP. It is our business practice to create and maintain an environment in which Minority- and Women-owned businesses have an equal opportunity for building and maintaining a relationship with GCHP. In considering the proposals, GCHP will not discriminate against, or grant preferential treatment to, any individual or group on the basis of race, sex, color, ethnicity, or national origin.

Contractor shall certify in its proposal that in performing work or providing services, it will not discriminate in its contracting, hiring or employment practices because of age, sex, race, color, ancestry, national origin, religious creed, physical or mental disability, medical condition, marital status, or sexual orientation, except as provided for in Section 12940 of the California Government Code. Contract shall also certify in its proposal that it will comply with applicable federal and California anti-discrimination laws, including but not limited to the California Fair Employment and Housing Act, beginning with Section 12900 of the California Government Code.

2. OVERVIEW

2.1. Gold Coast Health Plan

Gold Coast Health Plan (GCHP) is an independent public entity created by County Ordinance and authorized through Federal Legislation; however, GCHP is not a county agency. The Ventura County Board of Supervisors approved implementation of a County Organized Health System (COHS) model, transitioning from fee-for-service Medi-Cal to managed care, on June 2, 2009. The purpose of GCHP is to serve Medi-Cal beneficiaries, enhance the quality of health care, provide greater access, improve service and provide choice.

GCHP proudly serves more than 240,000 Medi-Cal beneficiaries living in Ventura County, California. The Plan is an independent public entity governed by the Ventura County Medi-Cal Managed Care Commission (VCMCC) and is dedicated to serving our members. The commission is comprised of locally elected officials, providers, hospitals, clinics, the county health care agency and consumer advocates. Our *Member-first focus* centers on the delivery of exceptional service to our beneficiaries by enhancing the quality of health care, providing greater access and improving member choice.

From its inception, Medi-Cal has experienced increasing program costs, primarily as a result of spiraling growth in the caseload, utilization of service, and hospital costs. A Medi-Cal Reform Plan was enacted by statute in October 1971 (Chapter 577, Statutes of 1971) with the objective of developing an equitable statewide eligibility system, a uniform schedule of benefits for eligible's within a strong system of utilization and quality controls, and an improved system of health care delivery and health care financing for the program.

Modifications to the program are continually occurring because of federal and State legislation,

departmental regulations, and other efforts to improve the program. Contractors should be aware that Contractor responsibility will include the planned and orderly implementation of the applicable provisions of all state and federal legislation and regulations whenever they may occur within the life of the contract.

2.2. Project Background

2.2.1 GCHP is establishing a preferred pool of temporary staffing suppliers. This preferred pool of suppliers will deliver high quality candidates at fair market value with targeted experience in the medical, technology and administrative fields.

3. QUALITATIVE REQUIREMENTS

This section of the RFP contains the qualitative requirements. Contractors must list and provide a detailed response to each paragraph number listed in this section.

3.1. Temp Staffing Services/Quality

- 3.1.1. Provide a description of your capabilities including the years of experience.
- 3.1.2. Provide the percent of resources you have placed in the past 12 months who are W-2 employees.
- 3.1.3. Describe your pre-screening methodology.
- 3.1.4. Please describe how you ensure diverse hiring practices with your pool of candidates.
- 3.1.5. Describe your process on how you learn about and understand each client's organization and how you source candidates that fit the culture and environment.
- 3.1.6. Describe your process on background screening, specifically how you would comply with the following:
GCHP background screening requirements:
 - 7 years State & Federal, (excluding financial unless otherwise required by position)
 - FACIS Level 1 search for sanctioned individuals on the OIG/GSA/LEIE/EPLS/FDA/DEA and Tricare Registry, Government Sanctions and denied parties list;
 - Fraud and Abuse Control Information Systems® (FACIS) background screen for every temporary resource;
 - GCHP may require up 3 references for every potential resource; and
 - Any other processes you employ other than the ones listed above.
- 3.1.7. Describe your ability to source candidates (consistent with the job descriptions provided).
- 3.1.8. Describe your ability to source candidates who are credentialed RNs, LVNs and/or Nurse Practitioners.
- 3.1.9. Describe your ability to source candidates who have a managed care background?
- 3.1.10. Describe your process to replace candidates that are not meeting GCHP expectations or are not a good fit. Provide details on how you remove placed resources.
- 3.1.11. Describe your ability to provide candidates who can perform services after normal work hours to include evenings and weekends.
- 3.1.12. Describe your method for selecting the most qualified candidates.
- 3.1.13. Describe your ability to provide candidates with the ability to travel/drive and can provide a valid driver's license and proof of insurance. GCHP does not provide workers compensation or any other type of insurance; please confirm that you are able to do so, and would not require GCHP to assume this liability.
- 3.1.14. Describe your ability to provide sick time, holiday pay, and general time off during GCHP closure days. Contractually, as GCHP is not the employer, it does not compensate for these contingencies.
- 3.1.15. Describe your ability to provide equipment/ supplies (such as connectivity, cell phones, etc.). GCHP provides laptops but does not reimburse for connectivity or equipment usage.

3.1.16. Would you be able to commit to having stable resources during the performance of the services supporting GCHP?

3.2. Fulfillment Cycle

- 3.2.1. Describe your ability to provide a list of candidates within 48 hours after initial request by **Human Resources only**.
- 3.2.2. Describe your process when hiring managers contact you directly outside of Human Resources' required process. GCHP requires all temp agencies to work directly with a Human Resources representative.
- 3.2.3. What is your placement rate for administrative, medical, and/or IT labor?
- 3.2.4. For each Lot as defined in section, 4.1, provide the average time it takes your company to place candidates.
- 3.2.5. Provide the time needed to onboard a candidate once selected.
- 3.2.6. Describe your turnover rate for candidates.

3.3. Technology & Reporting

- 3.3.1. Describe your timecard approval process. GCHP requires electronic time keeping systems to be used. Is there a system or website used? If so, please provide screen shots or a brief overview.
- 3.3.2. Describe your ability to track and report headcount, rates, experience and activity.
- 3.3.3. Describe your ability to provide weekly project status and billable task reporting. GCHP may require a weekly status be submitted with each timecard approval request.
- 3.3.4. Describe your invoicing process. GCHP will not accept an invoice without a purchase order number for services rendered that is not on the invoice.

4. QUANTITATIVE REQUIREMENTS

4.1. Pricing

Pricing for this RFP is for on-shore and preferably local, (Los Angeles and Ventura County) resources and shall be based on a “per lot” basis. Each lot is comprised of job titles that represent the skills and resource type needed for a specific temporary resource group. GCHP has established three groups or “lots”; Clerical, Medical and Information Technology. The qualitative requirements of this RFP represent requirements required for all three lots. Contractors are **not** required to bid on every lot, but may bid **any or all** of the lots. In order for Contractor’s pricing to be responsive, you must bid on **EVERY item or resource type** within the lot.

Contractors must provide itemized pricing in the form attached as Attachment 5.

4.2. Contract Terms & Conditions

4.2.1. The term of the resulting agreement is expected to be **three years** from contract execution. Thereafter, the contract may be renewed annually. Contract renewals are subject to satisfactory performance, funding availability, and possibly approval by the Ventura County Medi-Cal Managed Care Commission (VCMCC).

4.2.2. Attachment 1 to this RFP is GCHP’s Master Temporary Services Agreement. Please review this agreement and if you cannot accept these terms and conditions, please note the specific area(s) where you have concerns and recommend alternative wording that you would like considered with your proposal response.

4.2.3. Attachment 1A to this RFP is the Exhibit A to the Master Temporary Services Agreement. This is the statement of work that will be incorporated into the final agreement. Please provide a working draft of this with your proposal response.

4.2.4. Attachment 2 to this RFP is GCHP’s Business Associate Agreement. Please review this agreement and if you cannot accept these terms and conditions, please note the specific area(s) where you have concerns and recommend alternative wording that you would like considered with your proposal response.

5. BID PROTEST PROCEDURE

Within five business days of GCHP’s issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that GCHP has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by GCHP on or before the fifth business day after GCHP’s issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the GCHP to determine the validity of the protest.

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date GCHP received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Chief Executive Officer
Gold Coast Health Plan
711 E. Daily Drive, Suite 106
Camarillo, CA 93010-6082

The Chief Executive Officer, or his or her designee, will respond to the protest within 30 calendar days of receipt of the protest. The determination of the Chief Executive Officer shall be final.

Attachment #, Name, or Documentation	Instructions	File
1 – Master Agreement For Temporary Services, Attachment 1	This is GCHP’s standard service agreement template.	https://www.goldcoasthealthplan.org/media/r/7f0b8116d6324e139421a8e6eabfb0f5/attachment-1-gchp-master-services-agreement
1a – Exhibit A draft, Attachment 2	Review and revise the Description of Service template. Submit a draft of the required services with your proposal response.	https://www.goldcoasthealthplan.org/media/r/c3d1c2316ff445dc90e5374bc2fd062c/attachment-1a-gchp-msa-sow-template.docx
2 – Business Associate Agreement, Attachment 2	This is GCHP’s standard Business Associate Agreement template.	https://www.goldcoasthealthplan.org/media/r/b2bbcfd652f4c97a4b58db9aac57f46/attachment-2-gchp-baa
3 - Conflict of Interest Compliance Certificate, Attachment 3	Complete this form, sign it and return the signed copy with your RFP. This is a required form.	https://www.goldcoasthealthplan.org/media/r/6a152a1ecef349d4bc0ac02c9845b8e2/attachment-3-conflict
4 - Client References, Attachment 4	Complete this form, and return it with your proposal response.	https://www.goldcoasthealthplan.org/media/r/6a152a1ecef349d4bc0ac02c9845b8e2/attachment-4-client-references
5 - Pricing Format, Attachment 5	Complete this form, and return it with your proposal response. Do not alter or change the formatting. Return as an Excel file (do not PDF).	https://www.goldcoasthealthplan.org/media/r/a057749c84f943e79084ce24630a1508/attachment-5-pricing
6 - Intent to Bid, Attachment 6	Complete this form, sign it and return the signed pdf copy to the Procurement Contact on or before 5:00pm 4/29/24. This is a required form.	https://www.goldcoasthealthplan.org/media/r/81fa1aed2634c46af6088570ca229a5/attachment-6-intent-to
7 – Question Template, Attachment 7	Submit all question in this template.	https://www.goldcoasthealthplan.org/media/r/16af226084c94d25a369d46d72c87144/attachment-7-qa
8 – RFP Responses to Questions (Proposal)	Use this template – and do NOT change the formatting at all – for your responses to the RFP questions. Return as an Excel file (do not PDF).	https://www.goldcoasthealthplan.org/media/r/5933e1998c914b5b8273692cfd81709f/attachment-8-section-3-