

# ALAMEDA COUNTY MEDICAL CENTER



*Highland Campus ~ Fairmont Campus  
John George Psychiatric Pavilion  
Ambulatory Health Care Services*

**March 16, 2010**

**ADDENDUM No. 1  
To  
RFP No. ACMCRM06-C  
For**

**PER DIEM & EXTENDED PLACEMENT CLINICAL SERVICES**

**ANSWERS TO WRITTEN QUESTIONS**

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- Q.** What if temporary staff states preference to work at an alternate facility for whatever reason?
- A.** The fee only applies if the vendor has confirmed staff for ACMC and only after confirmation if the agency employee is cancelled and sent to another facility at a higher wage. If the temp states preference to work at another facility, it is the responsibility of the agency to ensure their employees work at their preferred facility. The agency will not incur cost if they provide a replacement staff prior to the start of the shift time to accommodate ACMC staffing need.
- Q.** Which company does ACMC use to conduct the annual background checks and what is the cost?
- A.** ACMC currently utilizes Corporate Screening, Inc. Please contact Corporate Screening, Inc. or ACMC's HR Department for pricing information.
- Q.** What are ACMC's in-service courses? What do they consist of and will the Agencies receive notice of the trainings?
- A.** ACMC provides multiple in-service courses. These courses are specific to the clinician, the unit where the clinician will be working and ACMC facility. The agency will receive notice regarding required courses prior to their staff being deployed to ACMC.

- Q. What is MERLIN training? Define the hours and how often it is offered.  
What is the associated cost?
- A. APMC currently uses the Merlin electronic charting system. All agency staff will be required to obtain training prior to deployment of their first shift at APMC. The Merlin training program is utilized at the Highland Campus inpatient units. The extended placement staff contracted for any of the Highland campus inpatient units will receive training during hospital orientation. Cost will be incurred by the split 50/50 between APMC and Agency. Training for daily registry staff will be scheduled by APMC Staffing Office. Class dates and times for the year will be provided once vendor's proposal is accepted and approved by APMC. The MERLIN training cost for daily registry will be incurred by the agency paying their staff to attend. The class is or 4hrs only.
- Q. Will random audits be conducted during normal business hours?
- A. Audits will be conducted during normal business hours, at a time and date mutually agreed upon by both parties.
- Q. What fees are incurred for cancellations?
- A. APMC will not impose a fee as long as the cancellation is within the allotted timeframe as stated in the RFP. APMC can reduce any extended placement shifts for 12hrs bi-weekly for 12hr units and 16hrs bi-weekly for 8 hr units. The units on occasion become overstaffed or may have a reduced census for that day. APMC has the right to reduce hrs and to pay agencies only for actual hrs worked not guaranteed hrs. APMC reserves the right to cancel any agency staff when there is no need for the staff.
- Q. Does the agency have to give 1 or 2 hour prior notice for cancellations and what is the fee?
- A. Yes. The agency is required to provide two (2) hours notice. Refer to Section **Payment for Hours Work** of the RFP for details. The contractor shall credit APMC 2 hours billing rate if cancellation or no show occurs less than one (1) hour prior to reporting time. Hospital shall pay any replacement provided for actual hours worked.
- Q. Please clarify fiscal year end invoices.
- A. Agency must provide an invoice at fiscal year end which is June 30<sup>th</sup> of each year and begins July 1<sup>st</sup> of each year.
- Q. What does APMC's Compliance Program consist of?
- A. APMC's compliance programs/trainings are defined by the clinical area of specialty. For example John George Psychiatric facility may conduct a class for mental health nurses. The agency has the option of sending their staff to APMC's classes (extended placement only) or provide documentation that they have attended an alternative class.

- Q. The exhibits include a sample Evaluation Proposal Form and BAA. Should this be completed and sent with the other Exhibits?
- A. The Evaluation Form is an information document and does not have to be submitted. The Business Associates Agreement must be completed and returned with your submittals.
- Q. What is the current use of agencies by your facility?
- A. ACMC currently utilized multiple agencies for staffing requirement.
- Q. Can an agency bid for Extended Placement services only.
- A. Yes.
- Q. In regards Exhibit R. Are the agencies to fill in their own rates?
- The rates listed are the maximum rates ACMC will pay.
- Q. Insurance - please confirm if ACMC should be listed as additional insured for all policies or just General Liability?
- A. ACMC must be listed as Additional Insured for all policies referenced in Exhibit C.
- Q. Is Joint Commission certification required if an agency only provided allied services?
- A. Yes. All agencies must be Joint Commission certified at the time they are submitting their response to the RFP. ACMC will not accept bids from agencies that have not obtained certification, including agencies that are pending Joint Commission certification.