



DEPARTMENT OF MENTAL HEALTH

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Dear Prospective Vendor:

REQUEST FOR SERVICES FOR CONSULTATION AND EVALUATION SERVICES OF THE UNITED MENTAL HEALTH PROMOTER PROJECT DMH RFS SOLICITATION NO. DMH05202024B1

QUESTIONS AND ANSWERS ADDENDUM NUMBER TWO (2)

VENDOR'S QUESTIONS

- 1) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Subsection 2.1.1 (page 1):** Within the first three months of this Contract, Contractor will develop a UMHP project database and web-based application, or comparable system, to collect, track, and report on all UMHP project services inclusive of outcome measures data for each geographically defined community and contracted agency.

Question: How many UMHP contractors would vendors be supporting?

Answer: **LACDMH is targeting contracting with 40 UMHP contractors.**

- 2) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Subsection 2.1.4(E) (page 3):** Multi-factor authentication (MFA) must be implemented for internet-based user access to County information assets and for system administrator access to servers and cloud applications.

Question: Is there a specific factor to target (for MFA)? Or is an emailed token after username/password authentication acceptable?

Answer: **All applications used by LA County staff must utilize Single-Sign-On which requires applications be integrated with LA County Active Directory/Entra. Staff must be challenged with**

MFA authentication when working outside of LA County approved sites. LA County has standardized on use of the Microsoft Authenticator application for MFA authentication.

- 3) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Subsection 2.1.4(I) (page 3):** A self-service process that includes several challenges to validate the user's identity is acceptable; otherwise, a system administrator must conduct the verification prior unlocking the account.

Question A: Are there example "challenges" to validate user's identity that can be shared?

Answer A: **Application must utilize Single-Sign-On for user authentication. Users have the ability to validate their identity and reset credential as needed. Secondary support is available to user as part of help desk procedures.**

Question B: What is preferred mechanism for approval of user accounts. (i.e. approved list of individuals? Approval from higher level user?)

Answer B: **Qualified user accounts are provisioned via LA County onboarding processes.**

- 4) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Subsection 2.1.4(M) (page 4):** Database must be backed up in Contractor's server on a regular basis. The backups must be encrypted and stored distant from the actual server.

Question: How long should backups be retained? (Would it be 5 years, similar to 2.1.4B requirement?)

Answer: **Backups must be retained for a minimum of 5 years and a maximum of 7 years.**

- 5) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Subsection 2.1.4(N) (page 4):** Contractor must maintain an information security management system based on best practices, such as ISO 27001, SOC 2 Type II, or HITRUST to safeguard the confidentiality, integrity, and availability of DMH data and services. Proof of current certification, renewals, and audit summaries must be provided to DMH upon request.

Question: Would the organization's annual security risk assessments satisfy the proof of certification and audit summaries?
We would certainly maintain security based on best practices and will follow (our organization) guidelines, but the "Proof of current certification, renewals, and audit summaries" is not available. We are able to get around this through annual security risk assessments as (our organization) deems a SOC 2 Type II audit cost and time prohibitive (tens of thousands of dollars, and could be a 6-12 month audit period).

Answer: **An organization's annual security risk assessment is not compensatory to obtaining and retaining a certification which demonstrates compliance with security best practices such as ISO 27001, SOC 2 Type II, or HITRUST.**

6) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Subsection 2.1.9 (page 4):** Contractor's web-based application will allow for ongoing direct web-based access to all data (i.e., raw data sets, analyzed data, aggregate data, process data, etc.) collected during the entirety of the project by the UMHP contractors to enable tracking of trends over time.

Question: How long after end of project should ongoing direct web-access to all data be allowed?

Answer: **8 months**

7) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Section 2.2 Consultative and Technical Assistance Services and Support (page 5)**

Question: How many annual hours (or annual FTEs) worth of consultative services, technical assistance, and training do you anticipate will be needed to support the UMHP contractors?

Answer: **Bidders will propose anticipated staffing (e.g., annual hours and/or FTE) based on the deliverables to support up to 40 contracted agencies.**

- 8) **Section:** Appendix A - Consultation and Evaluation Contract (Exhibit A - Statement of Work), **Section 2.3 Develop, Coordinate and Implement UMHP Project Learning Activities (page 5)**

Question A: How frequent are the learning sessions?

Answer A: Quarterly

Question B: How often would we meet with UMHP contractors?

Answer B: Monthly

Question C: How often would we meet with DMH staff?

Answer C: Weekly or Bi-weekly

Except for the revisions contained in this Addendum Number Two, there are no other revisions to the RFS. All other terms and conditions of the RFS remain in full force and effect.

Thank you for your interest in contracting with the County of Los Angeles.

Sincerely,



Yanira Yeh
Contract Development and Administration Division

c: Robert Byrd
Stella Krikorian
Otilia Holguin