



**DEPARTMENT OF HEALTH SERVICES**

**REQUEST FOR INFORMATION FOR AN**

**EVENT REPORTING SYSTEM AND RELATED SERVICES**

**RFI-#ERS2025**

**MARCH 2025**

## **1. INTRODUCTION**

Los Angeles County (“**County**”) Department of Health Services (“**DHS**” or “**Department**”) is an integrated health system that provides health care throughout Los Angeles County communities at four acute care hospitals, 26 health centers, Los Angeles County jails and juvenile systems and is the second-largest municipal health system in the nation serving the largest and vastly diverse county. Recognizing the importance of diversity and inclusion in our business practices, DHS is committed to fostering partnerships that reflect our dedication to equity and opportunity. We at DHS, therefore, invite and encourage all qualified vendors, including those from minority-owned, women-owned, veteran-owned and small business enterprises, to respond to this Request for Information (“**RFI**”) for an opportunity to bring their unique perspectives and capabilities to the information solicited hereunder. Together, we can build a stronger, more inclusive future for the communities we serve.

DHS is issuing this RFI to solicit information from qualified and capable vendors who can provide a system and related services for reporting patient safety events, and which can also be used for managing and handling grievances and claims— (collectively referred to as “**Event Reporting System**” or “**ERS**”).

This is a request for information only. It is issued solely for information and planning purposes. It does not constitute a Request for Proposals (“**RFP**”) or a promise to issue a RFP in the future. This RFI does not commit the County to contract for any services whatsoever. This RFI is issued solely for planning and information-gathering purposes. It is not a commitment to contract for any services now or in the future. Respondents will not receive compensation for their responses, and submission of a response does not create any right or expectation of future contract award.

The ERS is required to enable DHS to improve the quality of care, safety, and satisfaction of the patient, while also managing risk exposure.

Your organization, among others, is invited to submit a response to this RFI (“**Response**”) in the format required by this RFI. When used herein, the term “**Response**” includes all subparts, including the Required Experience Response, the Functional Requirements Response, the Estimated Cost Response, and the demonstration, if any.

In this RFI and in your Response, the term “**Respondent**” must refer to any vendor responding to this RFI with a Response .

### **1.1 RFI OVERVIEW**

This RFI establishes the criteria and procedures for submitting Responses to the RFI. County may, at its sole discretion, cancel this RFI and reject all submissions. County shall not be liable for any costs incurred by any Respondent in connection with the preparation, submission, or presentation of any Response.

**1.2 SCHEDULE OF EVENTS**

The following schedule sets forth key events and completion dates in the RFI process.

<b>Event</b>	<b>Date</b>
Release of RFI	March 20, 2025
Non-Binding Notification of Intent to Respond by Respondent	1:00 PM PDT on April 3, 2025
Due Date for Questions from RFI Respondents	1:00 PM PDT on April 17, 2025
County Response to RFI Questions	May 1, 2025
RFI Responses Due	1:00 PM PDT on May 15, 2025
Anticipated Demonstrations	May 29 through June 5, 2025

These dates may be changed at any time as determined by County without liability. Should the Respondent fail to comply with activities or adhere to the dates indicated in this Section 1.2 (Schedule of Events) or any Addendum to this RFI, such failure may be deemed as Respondent's withdrawal from the RFI process.

**2. BACKGROUND ON THE LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES**

DHS' mission is to advance the health of our patients and our communities by providing extraordinary care. At its core, DHS serves a low-income population in which it seeks to be a provider of choice for those patients with health insurance and serves as a "safety net" health care provider for the uninsured. Through an integrated system of 26 health centers and four acute care hospitals, DHS annually cares for about 800,000 unique patients, employs over 23,000 staff, and has an annual operating budget of \$6.2 billion.

DHS provides healthcare to youth in the juvenile justice system, to inmates in County jails and to children in foster care. Through academic affiliations with the University of Southern California (USC), the University of California, Los Angeles (UCLA), and Charles R. Drew University of Medicine and Science (CDU), DHS hospitals are training sites for physicians completing their Graduate Medical Education in nearly every medical specialty and subspecialty. DHS also runs the Emergency Medical Services (EMS) Agency and the County's 911 emergency response system.

Through the Housing for Health program, DHS aims to expand access to supportive housing for DHS patients who are homeless, experiencing homelessness or other vulnerable populations who have complex health conditions and/or behavioral health needs. The DHS Office of Diversion and Reentry works with a variety of stakeholders to develop and implement programs to divert people with serious mental, physical and/or behavioral health needs away from the LA County Jail and into community-based care.

In the most recent fiscal year, DHS provided care to over 800,000 unique patients. Services included over 2.3 million outpatient visits, over 298,000 emergency department visits and 64,638 inpatient discharges. Of the individuals served by DHS, approximately 65% were uninsured, 25% were Medicaid beneficiaries, 4% were Medicare beneficiaries, and 6% had third-party insurance. The patient population is diverse, with approximately 65% of patients identifying as Hispanic, 16% as Black, 11% as White, and 6% as Asian/Pacific Islander. About 50% of patients speak a primary language other than English.

### **3. GENERAL CONDITIONS**

In this Section 3 (General Conditions) are the general terms and conditions applicable to this RFI.

#### **3.1 COUNTY CONTACT AND RFI COMMUNICATIONS**

All contacts regarding this RFI or any matter relating thereto must be in writing and may be e-mailed to the County Contact identified below:

**Name: Steven Elizondo**  
**Title: Administrative Services Manager II**  
**E-mail address: SELizondo@dhs.lacounty.gov**

As of the issue date of this RFI and continuing until the final date for submission of Responses, all County personnel or County agents, except designated County personnel, are specifically directed not to hold meetings, conferences, or technical discussions with prospective Respondents pertaining to this RFI. Any Respondent found to be acting in any way contrary to this directive may be disqualified from this RFI and/or future solicitations.

#### **3.2 WRITTEN QUESTIONS AND ANSWERS**

County will accept written questions from Respondents effective with the release of this RFI until the "Due Date for Questions from RFI Respondents" specified in Section 1.2 (Schedule of Events). All questions must be submitted by e-mail to County Contact at the e-mail address shown in Section 3.1 (County Contact and RFI Communications). Respondent must include Respondent's company name, and contact person's name, title, e-mail address, physical address, and telephone number when submitting questions. The subject of the e-mail must be as follows:

***"RFI for Event Reporting System and Related Services (RFI-#ERS2025) – Questions"***

Respondents may submit questions requesting clarification of specific information contained in the RFI. Questions referencing the RFI must include the RFI's section number(s), section title(s), and page number(s). Respondents may also submit questions requesting additional information not addressed in the RFI, to which County will respond at its sole discretion. County reserves the right to group similar questions received when providing answers.

All questions submitted will be compiled without identifying the submitting Respondents, and both the questions and respective answers will be made available in the DHS Contracts and Grants Portal at <https://dhs.lacounty.gov/contracts-and-grants/> by the "County Response to RFI

Questions” date identified in Section 1.2 (Schedule of Events), unless that date is revised by the County in an Addendum to this RFI.

### **3.3 CERTAIN RIGHTS OF COUNTY**

#### **3.3.1 Response Signature**

Responses must be signed by a person authorized to make representations for the Respondent. Any person other than an authorized officer of a corporation, an authorized general partner of a general or limited partnership, or a manager or managing member of a limited liability company must include a power of attorney authorizing the person to sign. In addition, all persons signing on behalf of the Respondent are required to warrant that they are authorized to sign for and on behalf of the Respondent, or the Response shall be rejected.

Only one Response per partnership, corporation, limited liability company, or association under the same or different names shall be considered. Notwithstanding the foregoing, a partnership, corporation, limited liability company, or association may be submitted as a subcontractor under multiple Responses.

#### **3.3.2 Cost of Response Preparation**

Each Respondent shall be solely responsible for all costs and expenses that it may incur in preparing, submitting, and presenting a Response to this RFI. County is not and shall not be responsible in any way for any costs or expenses incurred by any Respondent in the preparation, submission, or presentation of a Response in response to this RFI or for the costs incurred during the period of County’s review of the Response following receipt thereof by County.

#### **3.3.3 Amendment to RFI**

County reserves the right to amend, supplement, modify, or otherwise change any provision or part of this RFI, and/or the required schedule of events at any time. Any such change shall be in the form of an Addendum to this RFI, which shall become part of this RFI. Such Addendum shall be made available in the DHS Contracts and Grants Portal at <https://dhs.lacounty.gov/contracts-and-grants/>. Should such Addendum require additional information not previously requested, failure to address the requirements of such Addendum may result in the Response not being considered, as determined in the County’s sole discretion.

#### **3.3.4 County Option to Cancel RFI**

County may, at its sole discretion, cancel this RFI at any time, with or without cause. County shall not be liable for any costs incurred by the Respondent in connection with the preparation and submission of any Response.

### 3.4 NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT

Responses to this RFI shall become the exclusive property of the County. Absent extraordinary circumstances, the Responses will become a matter of public record. Exceptions to disclosure are those parts or portions of all Responses that are justifiably defined as business or trade secrets, and plainly marked by the Respondent as "Trade Secret," "Confidential," or "Proprietary."

County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. ***A blanket statement of confidentiality or the marking of each page of the Respondent as "Trade Secret", "Confidential", or "Proprietary" shall not be deemed sufficient notice of exception. The Respondent must specifically label only those provisions of their respective Response which are "Trade Secrets," "Confidential," or "Proprietary" in nature.***

### 3.5 GRATUITIES

It is improper for any County officer, employee, or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion, or statement that the Proposer's provision of the consideration may secure more favorable treatment for the Proposer in the award of any resultant Agreement or that the Proposer's failure to provide such consideration may negatively affect County's consideration of the Proposer's submission. A Proposer shall not offer or give, either directly or through an intermediary, consideration in any form to a County officer, employee, or agent, for the purpose of securing favorable treatment with respect to the award of any resultant Agreement.

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

A Proposer shall immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861 or <http://fraud.lacounty.gov>. Failure to report such a solicitation may result in the Proposer's submission being eliminated from consideration.

### 3.6 RESPONDENTS' PRECAUTIONS

Each Respondent must ensure that its Response contains all the information requested in this RFI. Submission of a Response shall constitute Respondent's permission for County or its agents to verify all information provided.

## 4. RESPONSE REQUIREMENTS

When responding, Respondents should make sure that they have responded to all elements of the RFI as specified in this Section 4 (Response Requirements). Inadequate, incomplete, or otherwise non-responsive Responses may result in disqualification or elimination, as determined by County. All Responses and documents submitted therewith shall be written in the English language. Where appropriate, graphics and diagrams should be presented to demonstrate complex concepts or otherwise improve the comprehension of reviewers.

**4.1 TRUTH AND ACCURACY OF REPRESENTATIONS**

False, misleading, or deceptive statements in connection with a Response shall be sufficient cause for rejection of the Response. The determination in this area shall be at the County's sole judgment and shall be final.

**4.2 RESPONSE PREPARATION INSTRUCTIONS**

Each Response must respond clearly and comprehensively to all requirements of the RFI.

**4.2.1 Preparing to Respond**

Any Respondent planning to submit a response to this RFI is responsible for:

1. Examining all RFI documents, including all Exhibits and Addenda, with appropriate care; and
2. Reviewing the required documents and forms for its Response; and
3. Performing the necessary diligence and making its own evaluation of information and data contained in this RFI and other information in preparing and submitting its Response; and
4. To identify any perceived points of conflict or ambiguity and to request interpretation and/or clarification regarding any language in the RFI.

The RFI (including the Exhibits, and Addenda) and materials provided by County may include certain assumptions, statements, estimates, and projections provided by, or respecting to, County, including its systems or operations. No representations are made by County as to the accuracy of such assumptions, statements, estimates, or projections.

**4.2.2 Requirement Modification**

If Respondent identifies a requirement that it believes is not worded in a way that maximizes the value Respondent can provide to County, Respondent must:

- (a) respond to the requirement as worded by the County,
- (b) explain how it believes the requirement can be modified to enhance the value Respondent can provide to County, and
- (c) provide a separate response to the requirement modified as explained by Respondent in subpart (b).

**4.2.3 Contribution and Agent Declaration**

The State of California Government Code Section 84308 requires a party to a contract proceeding to disclose any contribution of more than \$500 made to a County officer within the preceding twelve (12) months by the party or their agent. State regulations require this disclosure to be made at the time an application is filed, and, if a contribution is made during the contract proceeding, within 30 days of making a contribution or on the date on which the party first appears before or communicates with the agency regarding

the proceeding after making the contribution, whichever is earliest. All Respondents are advised that they, their Agents, and all of their Subcontractors must complete and return as part of the Response, Exhibit D (Political Reform – Campaign Contribution Declaration Response). Respondents are further advised that they, their Agents, and their Subcontractors must update the Contribution and Agent Declaration Form throughout the pendency of the solicitation if a contribution is made after the initial disclosure when the Response is submitted, and as requested at any time by the County prior to contract award. Failure by the Respondent or any Subcontractor(s) to complete and submit the required Contribution and Agent Declaration Form in Exhibit D (Political Reform – Campaign Contribution Declaration Response), and failure by the Respondent or any Subcontractor(s) to update the declaration as required by law or as otherwise requested by the County, may eliminate the Response from further consideration and/or the Respondent may be disqualified from a contract award, as determined in the County’s sole discretion. Further, all Respondents, their Agents, and their Subcontractors are prohibited under Government Code Section 84308 from making a contribution of more than \$500 to a County officer for twelve (12) months after the date a final decision is made in the contract proceeding involving this solicitation.

### **4.3 RESPONSE SUBMISSION**

All Respondents are invited to submit a Response by the due date indicated in Section 1.2 (Schedule of Events). Evaluation of the Experience Response shall be on a Pass/Fail basis, as determined by County, in its sole determination. Respondents that do not have the required experience to successfully meet the requirements may not be invited to participate in any demonstrations. The County may, at its discretion, request clarification or additional information (through the County Contact) from a Respondent and independently verify any information provided by a Respondent to fully determine the Pass/Fail dispensation.

#### **4.3.1 Required Experience Response**

Respondent must submit one (1) electronic copy in the format specified in Exhibit A (Required Experience Response) via email to the County Contact, with the file named, “*Required Experience Response, Event Reporting System and Related Services RFI-#ERS2025*”. Respondent must ensure that the electronic copies are free from viruses, spyware, and other similar harmful and destructive code.

#### **4.3.2 Functional Requirements Response**

Respondent must submit one (1) electronic copy in the format specified in Exhibit B (Functional Requirements Response) via email to the County Contact, with the file named, “*Functional Requirements Response, Event Reporting System and Related Services RFI-#ERS2025*”.

#### **4.3.3 Estimated Cost**

As part of their Response, Respondent must also submit a cost estimate. Any costs estimated for the purpose of this RFI are considered for research purposes only and are non-binding to either the Respondent or the County. Respondents should supply an industry standard pricing model, including one-time implementation costs and ongoing maintenance, support, and hosting costs

to maintain the System. Please indicate whether the estimated costs are based on a subscription-based model. Since this document is an RFI, costs can be an estimation, but only in general as they apply to a standard system. Specific DHS environment information cannot be made available to the Respondent at this time.

A complete cost estimate will need to be general and take into consideration the following areas that may or may not be quantifiable: (i) recommended hardware specifications and costs; (ii) non-recurring hardware and software licensing costs; (iii) one-time implementation and project management costs (as applicable); (iv) one-time licensing costs (as applicable); (v) one-time training costs; (vi) One-time costs for data migration (as applicable); (viii) ongoing maintenance and support costs (annual); and (ix) ongoing hosting costs (annual).

Respondent must submit one (1) electronic copy in the format specified in Exhibit C (Estimated Cost Response) via email to the County Contact, with the file named, "*Estimated Cost Response, Event Reporting System and Related Services RFI-#ERS2025*".

#### **4.3.4 Demonstration**

Respondents may be required to provide one (1) or more oral presentation(s) and/or demonstrations to County, as requested by County. County will notify each Respondent in writing as to the date, time, location, and standardized guidelines for content and format of the oral presentation(s) and/or demonstrations. As part of an oral presentation and/or demonstration, County may request clarifications from the Respondent regarding any portion of its Response. Any Respondent presentations requested as part of this RFI process will be for informational purposes only and are non-competitive. Participation in a presentation does not guarantee or imply selection for any future solicitation or contract.

#### **4.3.5 Formatting**

Except as expressly requested, Respondent is admonished not to alter any County provided RFI form, exhibit, appendix, addendum, or any information provided either in hardcopy or electronic format. It is the sole responsibility of each Respondent to ensure that its Response is received on or before the submission deadlines.

### **4.4 ERROR CORRECTIONS REQUIREMENT**

If Respondent realizes, before the applicable Response submission deadline, that a submitted Response contains one or more errors, Respondent may request in writing that the Response be withdrawn. If there are one or more errors, Respondent may resubmit another Response with each error corrected up to the applicable **Response submission deadline**. Once the applicable Response submission deadline has passed, all Responses shall stand as written.

If County determines at any time that there are one or more obvious errors (e.g., clerical or arithmetic errors) in any submitted Response, County, in its sole discretion, may request in writing that the particular Respondent submit a written correction of the applicable portions of its Response within a County-specified time period and in compliance with all County instructions as set forth in the request, including regarding content and format. Respondent understands and agrees that any such correction must be limited to correcting the errors identified by County, must

comply with all County instructions as set forth in the request, and shall be considered part of the Response for all purposes, including Response evaluation. If Respondent fails to submit such correction within the County-specified time period, the Response shall stand as written.