

# Together for Health Contracting Collaboration for 2025



# Welcome & Housekeeping

- This meeting is in webinar format and is being recorded
- We will try to answer as many questions as we can at the end of the meeting
  - Please utilize the "Q&A" feature throughout the meeting.
- We will send out a follow up survey soliciting feedback and to inform future meetings. We appreciate your feedback!

# Agenda

- **Introduction:** Purpose and a welcome from DHS leadership
- **Procurement:** Key elements and processes
- **Contracting:** Guidelines and considerations when contracting with DHS
- **Invoicing and Payments:** how to get paid
- **Questions and Answers**



# DHS Executive Leadership

- **Nolan Sullivan, Director of Health Services**
  - Phone (707) 565-7901
  - Email: [nolan.sullivan@sonomacounty.gov](mailto:nolan.sullivan@sonomacounty.gov)
- **Jennifer Pimentel, Assistant Director of Health Services**
  - Phone (707) 565-5311
  - Email: [jennifer.pimentel@sonomacounty.gov](mailto:jennifer.pimentel@sonomacounty.gov)
- **Dr. Gabriel Kaplan, Assistant Director of Health Services**
  - Phone (707) 565-6622
  - Email: [gabriel.kaplan@sonomacounty.gov](mailto:gabriel.kaplan@sonomacounty.gov)



# DHS Division Directors

- **Amelyn Olson, Public Health Division Director**
  - Phone (707) 565-2696
  - Email: [Amelyn.Olson@sonomacounty.gov](mailto:Amelyn.Olson@sonomacounty.gov)
- **Jan Cobaleda-Kegler, Behavioral Health Division Director**
  - Phone (707) 565-565-5157
  - Email: [Jan.Cobaleda-Kegler@sonomacounty.gov](mailto:Jan.Cobaleda-Kegler@sonomacounty.gov)
- **Nolan Sullivan, Interim Homelessness Division Director**
  - Phone (707) 565-7901
  - Email: [nolan.sullivan@sonomacounty.gov](mailto:nolan.sullivan@sonomacounty.gov)





# Procurement



# Core Values of Public Procurement

**Transparency:** Open and visible process, understandable to the public.

**Integrity:** Strong adherence to ethical principles that the public can trust.

**Economy:** Use public funds responsibly; avoid waste and fraud.

**Openness:** Opportunities are open to all qualified vendors.

**Fairness:** Evaluate all proposals equally, using the same evaluation criteria.

**Competition:** Encourage fair, open competition for the best value.

**Accountability:** Be able to justify actions and decisions.

**Compliance:** Ensures contracts and processes align with federal, state, and local requirements.

**Privacy:** Protection of confidential and personal data collected during procurement activities.

# Purpose of Service Agreements

## **Service Agreement Policy**

- Provides standardized procedures and guidance for service agreements
- Assists departments in preparing professional, consulting, and technical contracts
- Excludes goods-only and construction agreements
- Strictly follows County's approval authority

## **Ethical Standards**

- Must avoid conflicts of interest (e.g., personal gain, relationships)
- Questionable situations should be reported



# How We Procure Services

## **\$0 to \$50,000 per year**

- Considered an Informal solicitation
- Recommended department solicits multiple quotes for services
- Department Head executes agreement

## **\$50,001 to \$200,000 per year – Purchasing Agent can approve**

- Formal solicitation required
- Award to contractor selected by formal evaluation committee
- Purchasing Agent executes agreement

## **Above \$200,000 per year or over 3 years**

- Formal solicitation required
- Department makes recommendation to Board of Supervisors for award
- Board of Supervisors awards contract

# Solicitations

## **Informal Solicitation:**

- Quotes (can be multiple from the same vendor)

## **Formal Solicitations :**

- Request for Proposal (RFP)
- Request for Information (RFI)
- BID – typically for Goods or Construction
- Request for Qualification (RFQ)
- Notice of Funding Availability (NOFA)



# County's Supplier Portal

## [County of Sonoma Supplier Portal](#)

Should I register as a Bidder or a Supplier?

- Register as a **Bidder** if your company has not done business with the County of Sonoma in the past
- Register as a **Supplier** if your company is currently or has previously done business with the County of Sonoma
- If you are already registered, you can manage your account here as well by logging in and going to "Maintain Account"

For Technical Assistance

- Contact the Supplier Desk at [supplier-desk@sonomacounty.gov](mailto:supplier-desk@sonomacounty.gov)
- Purchasing Division at 707-565-2550 or [purchasing@sonomacounty.gov](mailto:purchasing@sonomacounty.gov)
- Frequently Asked Questions can be found by going to [FAQs](#) on the Supplier Portal

Best Practice

- Submit proposal early and do not wait until the 11<sup>th</sup> hour

# County's Supplier Portal Cont.

## Sonoma County Portal



Welcome to the Sonoma County Supplier Portal. This site is best viewed with Microsoft Edge or Google Chrome. You may need to disable your internet browser's pop-up blocker to fully access this website.

The County only accepts electronic bids submitted through the Supplier Portal. Hard copy, faxed, and/or emailed submissions will not be accepted.

Registration is required in order to view bid documents, receive bid alerts and addenda, and bid on County solicitations; instructions and additional support are available in FAQ section below.

System may be temporarily unavailable for maintenance: Tuesdays 6:00-7:30am and Thursdays 5:30-7:30pm.

Effective July 1, 2025, the County's Living Wage rate increased from \$18.10 to \$23.15 per hour. The increase was approved by the Sonoma County Board of Supervisors on January 14, 2025 in accordance with Municipal Code section 2-377(d). All county government service contractors must pay employees at least the current living wage rate. Questions? See the [press release](#) for more information.

## Sign In



## Bidding Opportunities



14 Opportunities

## User Registration



View Registration Options.

## FAQs | Contact Us



Get helpful information here.

## Legal



You are logging into a system that is the property of the County of Sonoma and is for authorized use only. Users have no explicit or implicit expectation of privacy. Any and all uses of this system may be intercepted, monitored, recorded, copied, audited and otherwise disclosed to authorized County and law enforcement personnel. By using this system, the User consents to such interception and disclosure. All Users of this system are governed by all applicable policies and procedures of the County of Sonoma. Unauthorized or improper use of this system may result in administrative action including disciplinary action up to and including termination of employment and civil/criminal penalties. By continuing to use this system, you consent to these terms and conditions of use and represent that you are an authorized User. Please log off of this system immediately if you do not agree to the conditions stated in this notice.

## Executive Order N-6-22



Required Compliance

## Intent to Award



0 Notices in 90 Days

# County's Supplier Portal

## How to Register

### User Registration

#### Register as a Bidder



Click here if you have not done business with the County before and wish to be notified of and bid on events

[More...](#)

[Register now](#)

#### Register as a Supplier



Click here if you currently or previously have done business with the County and wish to create an account and be notified of and bid on events

[More...](#)

[Register now](#)



# Procurement Key Points

- Cyclical in nature.
- Fair & Impartial process. Proposal evaluation is based on what is presented. Put your best foot forward.
- Outline the project background, goals/objectives, performance and reporting requirements, etc. which will guide the content of the resulting contracts.
- Always contain sample agreements, insurance requirements, and any applicable special terms and conditions exhibits.

Contact: [DHS-Procurement@sonomacounty.gov](mailto:DHS-Procurement@sonomacounty.gov)

Website: [Doing Business with DHS](#)

## Department of Health Services

About Us

+

Divisions

+

Community Health Dashboard

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Community Assistance Recovery Empowerment

Popular Health Services

Medical and Health Disaster Planning

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+

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## Doing Business with DHS: The Contracting and Board Item Development Unit

### Community Advisory Panel Interest Form

Interested in being on a Community Advisory Panel to review and score applications submitted for Competitive Procurement opportunities for DHS programs? Please complete this [online interest form](#) to be added to a list of potential reviewers.

### Open Procurements and Vendor Application Information

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**+ RFQ for LEMSA Medical Director (Closes October 30, 2025 2:00 PM)**

**+ Application to Provide Substance Use Disorder Treatment Services (Ongoing)**

### Contracting Overview

DHS's contracting opportunities are accessible to everyone. By becoming a DHS contractor, your work can positively impact the lives of countless community members, including children, families, seniors, disabled adults, and many others.

Located within the DHS Administration Division, the Contracts & Board Item Development Unit works closely with County staff and Vendors to get services out the door and into the community where they belong. We are a small team striving to make a sometimes-complicated process as easy as we can, all while ensuring compliance with federal, state, and local requirements.

In order to contract with the County, all Contractors must comply with the local [Living Wage Ordinance](#) and the [County Insurance Requirements](#).

All federally funded contracts are required to follow federal procurement rules -- Code of Federal Regulations: [2 CFR 200](#). For more information, please review the County's [General Information for Federally Funded Contracts](#) page.

### Competitive Procurement Overview

# Procurement Timeline

Event	Average Timelines
Release Request for Proposals	Day 1
Pre-Bid Conference	Minimum 1 week after release
Proposer's Questions Due by 5:00 p.m.	1-2 weeks after pre-bid conference
County's Responses to Questions Due	3 days - 2 weeks after supplier questions due
Proposals Due by 2:00 p.m.	2-3 weeks after responses to questions due
Proposals Evaluated by County	1-4 weeks after proposals received
Interviews Conducted (if applicable)	2-14 days after evaluations complete
Contract Negotiation	3-5 weeks after interviews/evaluations
Notice of Intent to Award <i>(subject to delay without notice to proposers)</i>	1-2 weeks after completion of negotiations
Board of Supervisors Awards Contract <i>(subject to delay without notice to proposers)</i>	10 days – 3 weeks after Notice of Intent to Award

# Procurement Check In





# Contracting





# Key Points for Contractors

In this portion of the presentation, we will be covering:

- [Living Wage Ordinance](#)
- [County Insurance Requirements](#)
- [Federal Funding Requirements](#)
- Scope of Work
- Amendments
- Common reasons for delay in contract execution

# Key Points for Contractors

- **Living Wage Ordinance**
  - \$23.15 per hour
  - Various deductions and exemptions

Contact: [DHS-Contracting@sonomacounty.gov](mailto:DHS-Contracting@sonomacounty.gov) or  
[purchasing@sonomacounty.gov](mailto:purchasing@sonomacounty.gov)

Websites: [Doing Business with DHS](#)  
[Sonoma Municipal Code – Living Wage Ordinance](#)

# Key Points for Contractors 2

- **County Insurance Requirements**
  - Valid Certificates of Insurance (COI) with required endorsements before contract execution
  - Maintain required insurance

Contact: [DHS-Contracting@sonomacounty.gov](mailto:DHS-Contracting@sonomacounty.gov)

Websites: [County's Insurance Requirements](#)  
[Doing Business with DHS](#)

# Key Points for Contractors 3

If your contract is federally funded, you will be subject to:

- Code of Federal Regulations: [2 CFR 200](#)
  - Unique Entity Identifier (UEI): [www.SAM.gov](http://www.SAM.gov)

Contact: Your Contract Manager

Websites: [General Information for Federally Funded Contracts](#) -- Vendor Toolkit

[Doing Business with DHS](#)

# Key Points for Contractors 4

## **Scope of Work**

- Understand your deliverables, timelines, and standards
- Clarify vague or missing details before starting work

## **Contract Amendments**

- Amendments are used to change scope, cost or duration
- Any changes must be in writing and signed by all parties
- Don't rely on verbal approvals or emails alone
- Board approval if >\$200,000/year or longer than 3 years



# Common Delays in Contract Execution

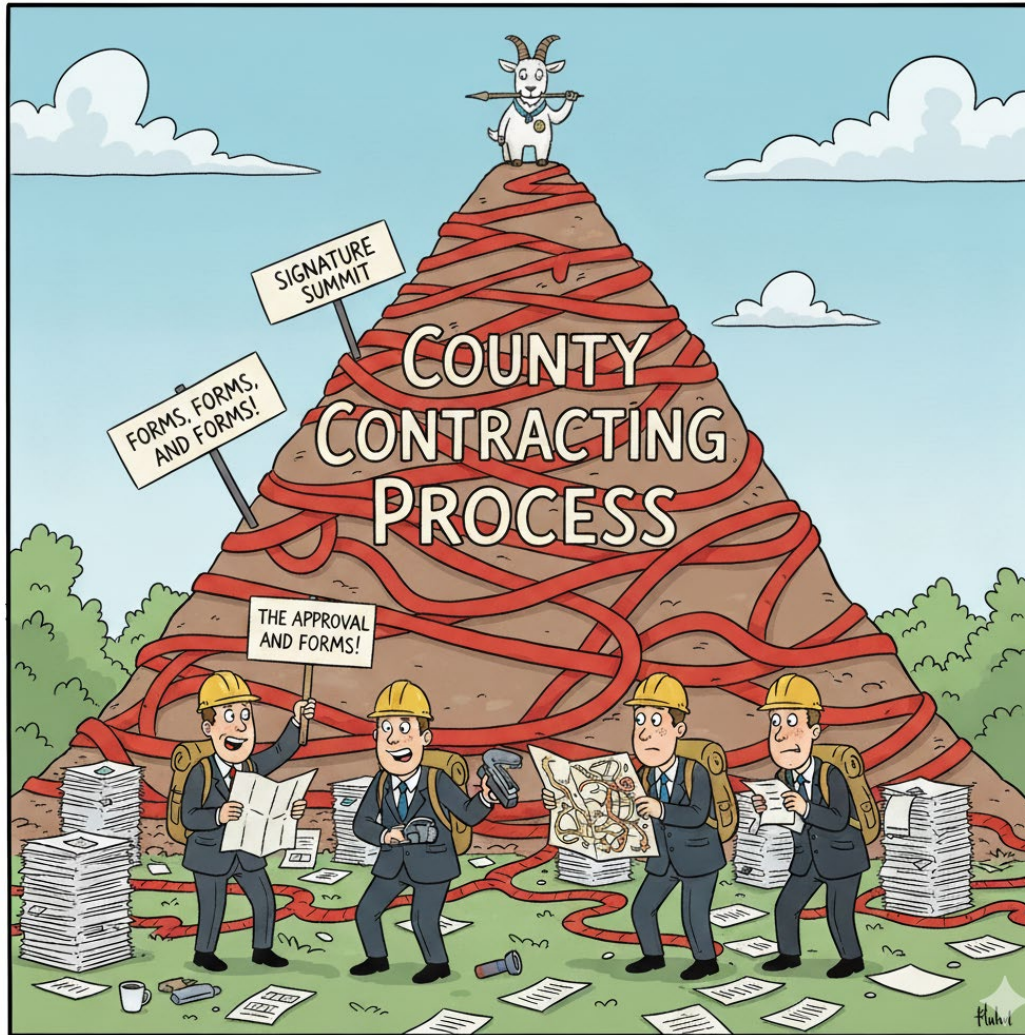
## Within Contractor Control

- Evidence of Insurance **with the County endorsed as additional insured:**
  - “County of Sonoma, its Officers, Agents, and Employees” shall be endorsed as additional insureds for liability arising out of operations by or on behalf of the Contractor in the performance of this Agreement.
  - Send to [DHS-Contracting@sonomacounty.gov](mailto:DHS-Contracting@sonomacounty.gov)
- Changes to boilerplate language in the body of the contract
- Returning the signed contract

## Outside Contractor Control

- Need for Board authority, delayed budget decisions, counsel review, etc.

# Contracting Check In



# Invoicing and Payments



# Invoicing and Payment Processing

- To receive payment for your work, contractors must submit an accurate invoice, including supporting documentation to DHS
- With only a few exceptions payments are made after work is performed and costs are incurred. There are two kinds of reimbursement
  - Cost-based: Time and materials
  - Performance-based: Deliverables or services rendered
- Invoices are reviewed against the contractor's scope of work, budget, funding source, and other details specified in the contract.



# Invoicing and Payment Processing <sup>Cont.</sup>

- You cannot create or use your own invoice.
- DHS Fiscal can provide a template for contractors to use when submitting invoices. This template will outline budget and important details needed to meet funding requirements.
- Along with the invoice, contractors must provide supporting documentation to verify all billed items. This may include:
  - Receipts
  - Payroll reports
  - Timecards
  - General Ledger reports
- **Please note:** unless supporting documentation is provided and complete, vendors cannot be paid by DHS per County Auditor's rules.
- Invoices must match an activity detailed in the contract.



# Payment Processing Timeline

- Once the department receives the invoice, both program and fiscal staff review the items to ensure they align with the department's needs, the terms of the contract, and the funding source requirements.
- This review process typically takes **3–5 business days**.
- After review, a voucher is generated and sent to the County Auditor to issue payment
- After approval for payment processing, it may take **2–3 weeks** for the contractor to receive the payment. This timeline depends on several factors, including:
  - The approval process within the accounting system (DHS Fiscal)
  - Check printing, which is done centrally twice a week (Auditors Office)
  - Mail delivery, which is outside the County's control and can delay payment arrival (US Mail)

# Methods of Payment

- Payments are made on net 30 terms
- By default – payments from the County are by check
- **ACH or automated clearinghouse (electronic payments)** is available for all vendors. However,
  - Setting up ACH may take up to **2 months**.
  - There is a form available at the Auditor's Office and DHS Fiscal
  - The County will need a cancelled check
  - Once ACH is established, it significantly reduces the time required for payment processing.
- ACH payment cycle is Tuesday and Thursday of each week (with exception for holidays)
- Requests for reimbursement and questions about payments should be sent to: [DHS.Fiscal@sonomacounty.gov](mailto:DHS.Fiscal@sonomacounty.gov)

# Common Reasons Payments Are Delayed

- Insufficient backup documentation
- Invoices are incomplete
- Work described is not in contract
- SmartCare patient records are incomplete
- Invoice is submitted late
- Contract is not executed
- Work has not been performed as specified in the contract

# Revenue Management Unit

**Revenue Management Unit:** Handles Behavioral Health, Specialty Mental Health and Substance Use Disorder services claiming, contracted provider invoicing, and payments.

## Invoicing Process

- Spelled out in Exhibit B in contract
- Invoices must be submitted within 30-days of the last day of the month of service

## SoCoCloud

- Upload Invoices- using designated cloud folder link provided by RMU team.
- Contract Documents Folder
  - Invoice Template- County approved invoice template by service type
  - Invoice Generator- Supplied by RMU team with approved contract rates
  - Rates/Procedure Codes List

# Revenue Management Unit Contacts

Invoicing -- Jessica Silveira [jessica.silveira@sonomacounty.gov](mailto:jessica.silveira@sonomacounty.gov)  
-- Lisa Monts [lisa.monts@sonomacounty.gov](mailto:lisa.monts@sonomacounty.gov)

Payments -- Cherry Omiple [cherry.omiple@sonomacounty.gov](mailto:cherry.omiple@sonomacounty.gov)  
-- Sydnie Wilson [sydnie.wilson@sonomacounty.gov](mailto:sydnie.wilson@sonomacounty.gov)

Mental Health Billing -- Mary Chamberlin  
[mary.chamberlin@sonomacounty.gov](mailto:mary.chamberlin@sonomacounty.gov)

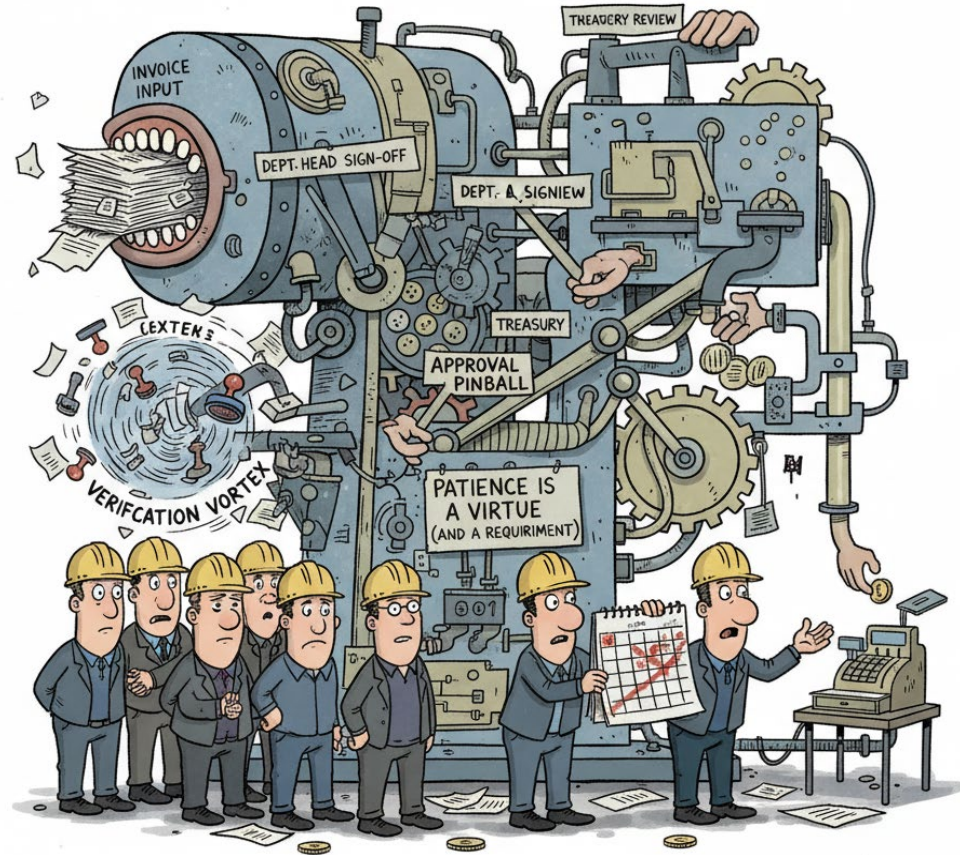
Substance Use Disorder Billing-- Paris Ashrafi [paris.ashrafi@sonomacounty.gov](mailto:paris.ashrafi@sonomacounty.gov)

Contracts -- Shannon Rasmussen [shannon.rasmussen@sonomacounty.gov](mailto:shannon.rasmussen@sonomacounty.gov)

Manager -- Sean Barker [sean.barker@sonomacounty.gov](mailto:sean.barker@sonomacounty.gov)

# Invoicing and Payment Check In

## COUNTY PAYMENT PROCESSING MACHINE



## Department of Health Services

About Us +

Divisions +

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### Competitive Procurement Overview



# Q&A

- Please put your questions in Q&A so we can respond to it if we cannot get to your question today.
- Questions will be responded to and posted on [Doing Business with DHS](#) along with the recording of this meeting.
- Our auditor recommends contractors check out this tool if your contract is federally funded: <https://sonomacounty.ca.gov/administrative-support-and-fiscal-services/auditor-controller-treasurer-tax-collector/divisions/general-accounting/federally-funded-contracts>
- A follow up survey will be sent out to everyone, please respond to it to help inform future meetings with you all.

# Thank You For Attending!

