REQUEST FOR PROPOSAL

FY 2014-2015
MEDI-CAL AND CALFRESH OUTREACH AND ENROLLMENT
(WORKFORCE AND BENEFITS ADMINISTRATION)

ADDENDUM #1

1. Bidders Conference Questions & Answers

2. Revisions to Response Package

3. List of Bidders Conference Attendees

RFP # 901016 Medi-Cal and CalFRESH Outreach and Enrollment

BIDDERS' CONFERENCE QUESTIONS AND ANSWERS   4/4/14

1. **IS THIS A SERVICE CURRENTLY BEING PROVIDED BY OTHER CBO'S?**
   No, this is a brand new RFP. There are other entities who do Cal FRESH outreach enrollment and other entities who do Medi-CAL enrollment, but none who do both and target specific populations.

2. **SECTION 2 SEEMS TO COVER POPULATIONS THAT ARE IN SECTION 1. WHY IS THERE A PREFERENCE TO APPLY FOR BOTH?**
   Section 1 is only for outreach, and the goal is to ultimately get clients enrolled. By applying for money from both funding sources, contractor will potentially be able to enroll clients from Section 1 via Section 2.

3. **IS THERE A SET COST FOR THE OVERHEAD COST IN THE BUDGET?**
   No.

4. **WHAT IS THE DIFFERENCE BETWEEN WORKING FAMILIES AND FAMILIES WITH CHILDREN?**
   "Working family" is defined as a family where the adults are both employed. Different deductions are given to clients that are working and not working.

5. **WILL WE HAVE TO DO TIME STUDIES?**
   No.

6. **ON P. 4 OF THE RFP WHAT DO YOU MEAN BY "ENGAGEMENT?"**
   We want to know the strategies and the level of intensity when you are doing outreach, and how flexible and creative you are when it comes to meeting the community members where they are, and when they are available.

7. **WILL WE HAVE TIME TO DO SURVEYS?**
   Yes. The survey will be developed in advance in collaboration with the SSA Program Evaluation Unit.

8. **MUST FLASH DRIVE BE IN SEPARATE ENVELOPE WITH ORIGINAL COPY?**
   No, everything can be in sealed envelope together.

9. **IN SECTION 1 WILL BCW BE REQUIRED?**
   Yes.

10. **HOW DOES THE SEPARATE FUNDING STREAM WORK? WILL DIFFERENT STAFF DO DIFFERENT WORK?**
    That is up to your organization.

11. **DOES THAT MEAN THE CEC CANNOT DO BOTH PROGRAMS?**
    No. The CEC can do both, as long as the state is not billed in CalHEERS for applications that are submitted through BCW. This could require a certain amount of coordination at your agency, as well as a good tracing system.

12. **HOW DOES MAA FUNDING AND CAL FRESH FUNDING INTERACTS WITH THIS FUNDING?**
    There is no relationship MAA funding and this finding. MAA is administered by HCSA and involves a Time study process. There are many streams of CalFRESH funding, so your organization should check.

13. **WOULD THIS FUNDING STREAM COUNT AS A LOCAL MATCH?**
    You would need to check with the particular funder.

14. **WILL AGENCIES BE PROVIDED ACCESS TO "ONE E APP"_OR CALWIN?**
    For this particular project, "One E APP" or CalWIN is not needed. It is important CBOs use BCW since payment is based on BCW applications. Using BCW is a user friendly and an accessible tool for CBOs and

consumers. Eligibility workers will receive information submitted through BCW and will be processed through CalWIN.

15. **CAN DOCUMENTS BE ATTACHED TO BCW?**
    Yes.

16. **CAN WE INCLUDE LETTERS OF SUPPORT?**
    No. But you can describe partnership.

17. **ARE YOU LOOKING TO SOLE SOURCE ONE OR BOTH OF THE POTS OF MONEY?**
    No, not necessarily. How many contracts are awarded will depend on the number of bids received and the ranking of those bids.

BIDDERS' CONFERENCE QUESTIONS AND ANSWERS   4/7/14

1. **IS COLLABORATION PREFERRED?**
   Yes, but it is not required. If you do collaborate, please explain how partnership works and how and why each partner is qualified to reach your particular population.

2. **PLEASE PROVIDE CLARIFICATION ON REIMBURSEMENT FROM "COVERED CALIFORNIA" OR DHCS.**
   Under "Covered California," CEES can receive $58 per application from DHCS for clients/households NOT served by this funding.

3. **IF FUNDED, CAN A FULL TIME EMPLOYEE NOT INCLUDED ON THE BUDGET RECEIVE REIMBUSEMENT FOR COMPLETED APPLICATION?**
   There will not be reimbursement per application for this set of contracts. Providers will be paid through a line-item budget.

4. **IS THE FOCUS OF FUNDING FOR NEW ENROLLMENTS?**
   Yes, the focus is for Outreach and Enrollment. Re-enrollments and renewals are not part of this RFP.

5. **WHO ARE THE CURRENT PROVIDERS?**
   There are none; this is a completely new RFP for new services.

6. **IS THERE AN ADMINISTRATIVE FEE CAP?**
   No, there is not. However, the County expects it to be within a reasonable range.
   There is no relationship. MAA is administered by HCSA and involves a Time Study process.

7. **ARE THERE SPECIFIC PERMITS OR LICENSES AND PROFESSIONAL CREDENTIALS REQUIRED FROM ENTITIES?**
8. No.

9. **FOR THE RE-ENTRY POPULATION, ARE THERE ANY LIMITS REGARDING HOW LONG AGO THEY WERE RELEASED?**
   No, there are not.

10. **DO THE INDIVIDUALS DOING OUTREACH AND ENROLLMENT UNDER THIS GRANT NEED TO POSSESS AND CERTIFICATION TO DO SO?**
    No, they do not.

11. **WILL THE ORGANIZATIONS BE ABLE TO VIEW A DASHBOARD IN BCW OR DO INDIVIDUAL ENROLLMENT COUNSELORS HAVE TO KEEP TRACK OF THEIR ACTIVITIES?**
    Individual Enrollment Counselors have to keep track of their own activities.

12. **PLEASE DISCUSS SLEB REQUIREMENTAS FOR THIS RFP.**
    Procurement is federally funded; SLEB requirements have been waived.

13. <u>**IF PROVIDING ASSISTANCE TO CLIENTS OVER THE PHONE, HOW SHOULD SATISFACTION SURVEYS BE ADMINISTERED?**</u>

No Satisfaction Surveys can be administered on the phone. People need to be able to respond confidentially.

14. <u>**CAN WE USE CURRENT CONTRACT OFFICERS FOR REFERENCES?**</u>

No, but you can use other references within the County, just not from the SSA Contracts Office.

15. <u>**MY UNDERSTANDING IS THAT THE COUNTY HAS THE RIGHT TO AWARD A SINGLE OR MULTIPLE CONTRACTORS. I ASSUME THAT MOST CBO'S WILL ASK FOR THE MAXIMIM AMOUNT. IF THAT'S THE CASE, HOW WILL THE COUNTY DECIDE ON THE AMOUNT IF IT WANTS TO FUND TWO GROUPS AND BOTH ASK FOR THE MAXIMUM AMOUNT OF MONEY?**</u>

The awards will be based on how the proposals are scored and which of the
"Priority Populations "are covered.

16. <u>**DOUBLE SIDED PRINTING IS PREFERRED AND TABS ARE REQUIRED. HOW DO WE HANDLE THE BEGINNING OF A NEW SECTION ON THE BACKSIDE OF A PAGE? DOES THIS AFFECT PAGES ALLOWED?**</u>

Please start a new section if this should occur. This will not affect pages allowed.

17. <u>**IF YOU APPLY TO SECTION 1 AND 2, CAN YOU COMBINE RESPONSES FOR BID PACKET, # 4-7?**</u>

Yes.

18. <u>**HOW MANY AWARDS ARE EXPECTED TO BE GIVEN FOR SECTION 1 AND SECTION 2?**</u>

It will depend on the number of bids received and their ranking.

19. <u>**WITH SECTION 1 MONEY, EACH THE THREE CATEGORIES OF PRIORITY POPULATIONS CAN BE AWARDED UP TO $117,125. WILL THIS BE DIVIDED AMONG THREE NON-PROFITS?**</u>

It is possible, but will depend on how the proposals are scored and which of the
"Priority Populations "are covered.

20. <u>**DOES THE "DATE OF ORGANIZATION STRUCTURE" IN THE RESPONSE PACKET REFER TO WHAT YEAR THEIR 501-C3 WAS ESTABLISHED?**</u>

Yes.

21. <u>**IS THERE A SPECIFIC FORMAT FOR THE BUDGET NARRATIVE?**</u>

No.

22. <u>**IS THE BID RESPONSE PACKET AVAILABLE ELECTRONICALLY?**</u>

Yes, on the SSA website and the GSA website.

23. <u>**WILL THE INVOICEING PROCESS BE BASED ON THE NUMBER OF ENROLLMENTS PER MONTH, OR AN AVERAGE AMOUNT ($ AWARD DIVIDED BY 12 MONTHS)**</u>

The invoices will be based on a line item budget, and will be paid the average amount each month.

24. <u>**ARE NEWLY ARRIVED REFUGEES INCLUDED UNDER THE LEP POPULATION?**</u>

Yes, they are included if they are limited English speakers.

25. <u>**MAY THE TARGET POPULATIONS BE AMENDED TO INCLUDE PERSONS WITH MENTAL HEALTH PROBLEMS?**</u>

Neither list can be amended, but many people with mental health problems might fall under the targeted populations (single adults, homeless, families, etc.)

26. <u>**ARE THERE ANY RESTRICTIONS IN THIS RFP CONCERNING SUPPLEMENTING THE FUNDING WITH OTHER FUNDING STREAMS, OTHER THAN THE RESTRICTIONS NOTED ON P. 6 OF THE RFP REGARDING CERTIFIED ENROLLMENT ENTITIES?**</u>

No.

27. **ONCE ALL DOCUMENTS ARE SUBMITTED TO BCW, IS AN INTERVIEW (FACE TO FACE OR PHONE) REQUIRED TO COMPLETE ELIGIBILITY**?
Once the application is completed with all the required documents, no face-to-face or phone interview is required to complete eligibility. If there are items that are not answered or documents missing, the Eligibility Technician will contact the applicant to get clarity or more information. Users have the ability to send additional or new documents to add to the application.

28. **Will BCW ALLOW FOR APPLICATIONS TO BE UPDATED?**
When the CBO creates an account and has a user identification number, they can save their inputted information as long as they do not hit the "submit the application" button. For example, the applicant fills out most of the required information buts needs to get more details or that may not be available at that time you can save and go back later, continue where you left off or change any previous typed information.

29. **Will THERE BE COMMUNICATION FROM BCW RETGARDING APPLICATION STATUS?**
You can check the status of the application – whether it is pending or approved.

30. **Will THE BCW TRAINING BE IN MULTIPLE LANGUAGES?**
 Social Services will have a point person who will be responsible for providing technical assistance on BCW use.   BCW is an easy intuitive system that takes an applicant step-by-step and is available in Spanish, Chinese and Russian.

31. **Does BCW ALLOW FOR DIRECT COMMUNICATION WITH ELIGIBILITY WORKERS?**
 No, there is no direct communication but, the CBO or applicant can send an inquiry selected from a group of default questions to an eligibility worker.

32. **GIVEN THAT AN SSI APPLICATION IS LINKED TO MEDI-CAL, HOW WILL THIS PROGRAM AFFECT ACSSA FUNDING OF SSI ADVOCACY?**
For the purposed of this RFP, there is no connection between this program and SSI advocacy.

CORRECTIONS TO RESPONSE PACKET

1. **Total amount of funding: $851,375**
2. **Number of Pages allowed in Response Packet:**

Item	RESPONSE PACKET	✓
1.	Bidder Information and Acceptance (page 5) of Exhibit A Response Packet (Attachment No. 1) **– signed.**	
2.	Agency Description –**TWO** pages are allowed.	
3.	Prior Experience **– TEN** pages are allowed.	
4.	Cost Efficiency/Fiscal Management –**FOUR** pages are allowed.	
5.	Administrative/Organizational Capacity – **TEN** pages are allowed.	
6.	Service Flow Chart –**FIVE** pages are allowed**.**	
7.	Projected Staff –**SIX** pages & up to **EIGHT** employee classifications are allowed.	
8.	Current References – **TWO** pages are allowed	
9.	Bid Form –**FOUR** pages are allowed. Line-item detail –**FOUR** pages are allowed.	

3. **Corrected Header on Page 5:**
   This proposal is submitted for consideration of award under the RFP for the 12 month period beginning approximately June 2014. The initial contract may possibly be renewed after the 12 months.

4. **Table below replaces BOTH tables on Page 5 and should appear DIRECTLY UNDER HEADER:**

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1. Section 1-Priority Population(s):   FUNDS REQUESTED $_____

   Limited English Proficient (LEP) ☐   Homeless ☐   Re-Entry (formerly incarcerated)   ☐

2. Section 2 –Targeted Population

   FUNDS REQUESTED $_____
   ☐

TOTAL FUNDS REQUESTED $_____

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5. **Additional Requirement on Bid Form, Page 13**
   Bidders must also present line item budgets and narratives for subcontractors.

Alameda County Social Services Agency
RFP Bidders' Conference Attendees – Medi-cal Cal FRESH FY 2014-2015
4/4/14 & 4/7/14

Name of Organization	First & Last Name	Phone Number	*Email*
East Bay Agency for Children	Sally Waltz	510-268-3770 x111	sally@ebac.org
Tiburcio Vasquez Health Center	Katherine Aguirre	510-471-5907 x3339	kaguirre@tvhc.org
Tri-City Health Center	Wil Lacro	510-252-6854	wlacro@tri-cityhealth.org
Allen Temple Health & Social Svcs	Gloria Crowell	510-544-8947	gcrowell@allen-temple.org
City of Fremont, Human Services	Judy Schwartz	510-574-2007	jschwartz@fremont.gov
TriCity Health Center	Luretha Senyo-Mensah	510-252-6852	lsemup-mensah@tri-cityhealth.org
Roots Community Health Center	Aquil Naji	510-815-3183	aquilnaji@gmail.com
Roots Community Health Center	Noha Abuelata	510-830-5035	drnoha@rootsclinic.org
Roots Community Health Center	Amy Lentncihia	510-485-3816	amy@rootsclinic.org
East Bay Community Law Center	Chris Douglas	510-269-6611	cdouglas@ebclc.org
Davis Street Family Resource Center	Denise Kaplan	510-347-4620 x121	dkaplan@davisstreet.org
Alameda Family Services	Ebony Brown	510-629-6310	ebrown@alamedafs.org
La Clinica de la Raza	Rachel Garcia	510-535-2906	rgarcia@laclinica.org
Aids Project of the East Bay	Anh Nguyen	510-610-0748	maisontoi@yahoo.com
Bay Area Legal Aid	Steven Weiss	510-663-4744 x5206	sweiss@baylegal.org

Serenity House	Sherrol Gray	510-891-0464	sgrayserenityhse@ymail.com
Asían Health Servicies	Melissa Moy	510-986-6830 x770	mmoy@ahschc.org
Afghan Coalition	Rona Papal	510-745-1682	rona@afghancoalition.org
Asian Community Mental Health Ser	Esther Wong	510-869-6087	estherw@acmhs.org
Asían Community Mental Health Ser	Katherine Chin	510-869-6005	katherinec@acmhs.org
BOSS	Dennis McCray	510-649-1930 x227	dennismccray45@yahoo.com
Abode Services	Sheryl Thomas	510-270-1112	sthomas@abodeservices.org
Homeless Action Center	David Waggoner	510-540-0878 x312	dwaggoner@homelessactioncenter.org
Davis Street Family Resource Center	Kristal Gonzalez	510-347-4620 x163	kgonzalez@davisstreet.org
Berkeley Youth Authority	Kevin Williams	510-845-9010 x205	kwilliams@byaonline.org
Safe Passages	Alicia Perez	510-238-3660	aperez@oaklandnet.com
International Rescue Committee	Rachel Taber	510-452-8222 x313	Rachel.Taber@Rescue.org
Mental Health Advocates	Ed Barnes	510-830-3824	edward@mhaac.org
Kidango	Karen Flores	650-248-0482	kflores@kidango.org