



**COUNTY OF ALAMEDA SOCIAL SERVICES AGENCY**

**DEPARTMENT OF ADULT & AGING SERVICES**

**ADDENDUM NO.1**

**TO**

**RFP NO. 2018-SSA-AAS-APSCM**

**APS Case Management Services (APSCM)**

**RFP Clarifications/Modifications, Q&A Responses from Bidders Conferences and emails submitted before 5PM on March 8, 2018.**

**Bidders/Networking Conferences were both held on March 8, 2018.**

**The following Section(s) have been modified to read as shown below.** Additions and changes made to the original RFP document are in **bold** print and **highlighted**, and deletions that have been made are shown by a ~~strike-through~~.

A. Changes to RFP Specifications, Terms, and Conditions

1. Page 6, II.E.1. SPECIFIC REQUIREMENTS FOR SERVICE DELIVERY

A pool of approximately 100 seniors **or dependent adults** per year will be referred to the provider(s); it is assumed that a case manager will spend an average of 40 hours per case for approximately six months or less; and that one FTE will carry a caseload of 25 cases.

2. Page 12, III. CALENDAR OF EVENTS

Vendor Interviews	April 24-27, 2018 <b>(Tentative)</b>
Board Letter Recommending Award Issued	May 1, 2018 <b>(Tentative)</b>
Board Consideration Award Date	June 5, 2018 <b>(Tentative)</b>

## COUNTY OF ALAMEDA

### REQUEST FOR PROPOSAL No. 2018-SSA-AAS-APSCM Adult Protective Services Case Management (APSCM)

#### Prospective Bidders Questions & Answers

**Q1: Do you require any specific certifications for Case Managers?**

**A1:** No. Please see page 6, D. Bidders Qualifications, Item 1: “a bachelor’s degree in social work, health care or a related field and have a minimum of one year’s experience in a health or social services specialty such as geriatrics/gerontology or developmental disabilities. Graduate field placement in a health or social services specialty such as geriatrics/gerontology or developmental disabilities may be substituted for one year of experience.”

**Q2: Is there a cap limit on how many Case Managers per company may be utilized?**

**A2:** No. Please explain what your capacity is and we will try to make the match in terms of regions and clients served.

**Q3: Should references (submitted with the proposal) be other professionals or clients served?**

**A3:** References can be other professionals and/or clients served. Whoever you think knows of your prior experience, can recommend you, and thinks you are fabulous.

**Q4: If we indicate which area(s) we can serve, will referrals be able to reflect this areas?**

**A4:** Yes. If there are referrals made for a client residing outside of the Contracted Organization’s agreed upon area, the Contracted Organization should let Program know immediately of the error so the client may be re-referred to the appropriate Contracted Organization.

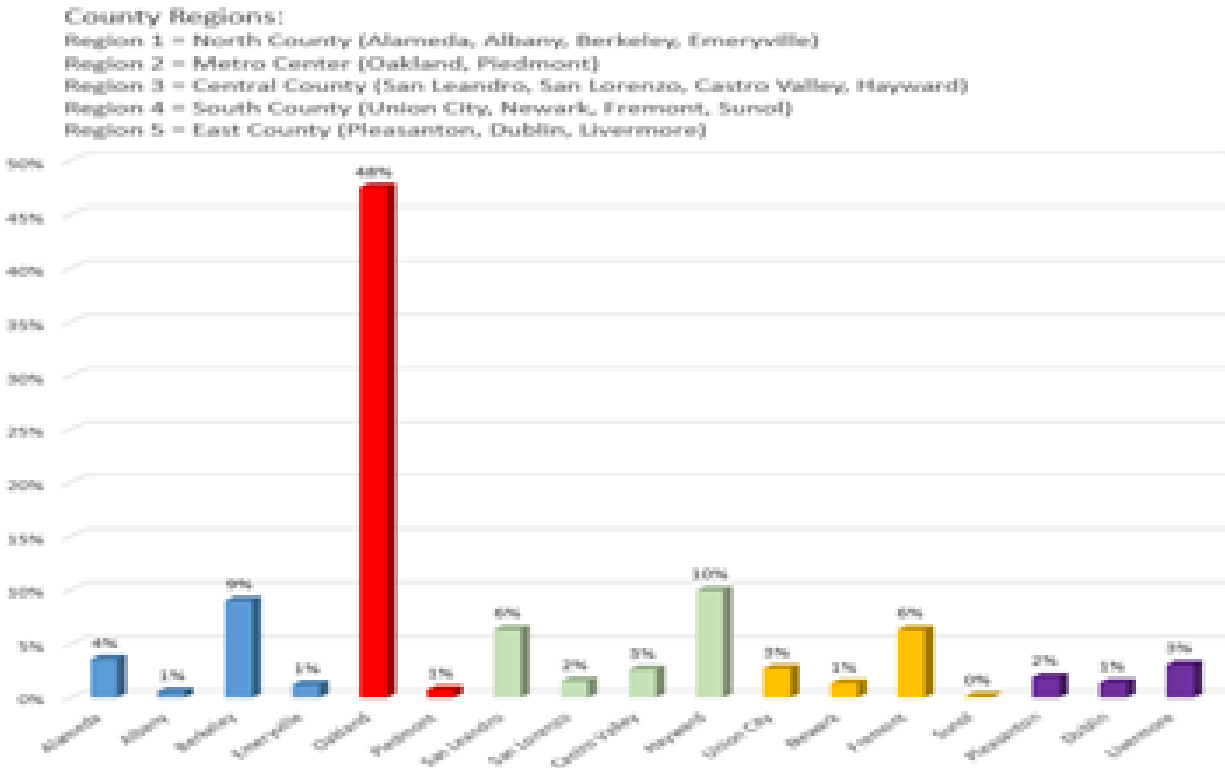
**Q5: The “Specific Requirements” (page 6) states approximately 100 seniors will be referred for one FTE.**

**A5:** It is important to clarify that Page 6 states “A pool of approximately 100 seniors per year will be referred to the provider(s)”, not that “100 seniors will be referred for one FTE.” We expect one FTE will carry a case load of 25 client cases at any given time. We expect a case to be carried for no more than 6 months. Therefore, one FTE will carry approximately 50 cases over the course of a year. However, because clients are coming in and moving out at different rates, it may take less than 6 months to transition a client to safety, therefore more than a total of 50 seniors or dependent adults may be served by one FTE over the course of a year. We consider a full caseload for an FTE to be 25 at any given time and that a full-time equivalent would be 40 hours a week.

**Q6: If a FTE is not currently within our capacity (i.e. we have a .25 or .5 FTE) can the 100 (referred) Seniors (and dependent adults) be modified?**

**A6:** Yes. Bidders should submit a proposal for the region(s) they select to serve, and with the proposed staff needed to serve the estimated client population within that region. The graphic on page 5 (see below) specifically breaks out cities and shows what percentage of our clients are served within each one. A Bidder may submit a proposal to serve all, or part of, a region and should adjust the estimated staffing based on a FTE carrying a caseload of 25 clients. It is expected that Bidders will calculate staffing as a

fraction of an FTE based on their capacity.



**Q7: Is there a reimbursement rate to consider? (i.e. For 100 clients, this should be \$X.)**

**A7:** We ask that Bidders let us know what their capacity is based on the availability of their Case Managers and put a dollar sign to that, including all the other costs that are associated with supporting those case managers. Then we will weigh that cost against other Bidders in the rating process.

**Q8: There is no mention of funding levels or amount of funding available, please give more information.**

**A8:** Please see answer to question No. 7 above.

**Q9: Please clarify the discrepancy in the following on page 7, II.E.4.e.(2) that states a home visit at least every 30 days and page 8, II.E.6 that states at least one meeting in person at the client’s home.**

**A9:** To clarify: Line Item II.E.4.e.(2) is to outline the expectation of a face-to-face visit at least every 30 days for the life of the case; this visit is recommended to be at the residence of the client, however the case manager has discretion to arrange an alternative location when necessary to facilitate coordination of services and/or foster a relationship with the client. Page 8, II.E.6 outlines that services must be accessible to all clients, with at least one meeting expected within the client’s place of residence.

**Q10: Please clarify (pg. 8, II.E.7) “Services must be available ... in define service area.” What are the service areas?**

**A10:** The Services Areas are the County Regions as outlined on page 5 of the RFP:

**County Regions:**

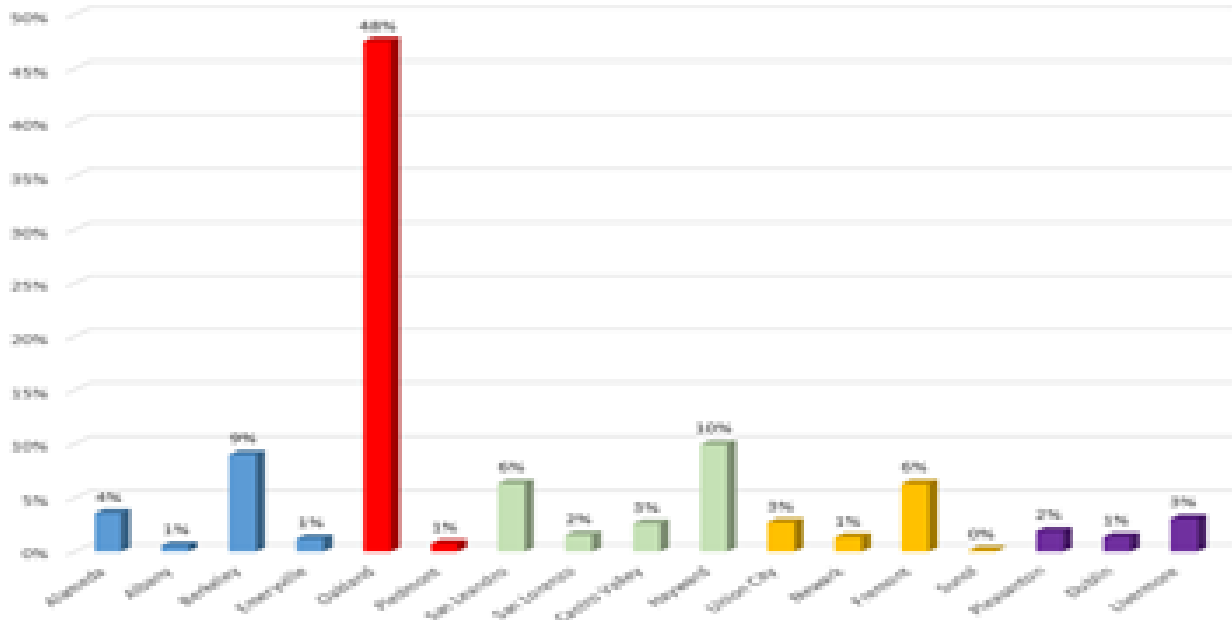
Region 1 = North County (Alameda, Albany, Berkeley, Emeryville)

Region 2 = Metro Center (Oakland, Piedmont)

Region 3 = Central County (San Leandro, San Lorenzo, Castro Valley, Hayward)

Region 4 = South County (Union City, Newark, Fremont, Sunol)

Region 5 = East County (Pleasanton, Dublin, Livermore)



**Q11: Please define the difference between a service plan and a home visit plan.**

**A11:** A Service Plan is the written details of the supports, activities, and resources required for the client to maintain a safe and stable environment with a goal of minimizing risk and protecting the client. A Home Visit Plan is a Case Manager's plan and schedule to coordinate and meet with the client.

**BIDDERS CONFERENCE**  
**Thursday, March 8, 2018 2:00 PM – 4:00 PM**

**LIST OF ATTENDEES**

<b>NAME</b>	<b>ORGANIZATION</b>	<b>PHONE NUMBER</b>	<b>E-MAIL</b>
1. C. Baldivid	Devine Home Care	510.639.9088	cbaldivid@devinehomecareca.com
2. Linda Conners	Devine Home Care	510.388.3891	lconners@devinehomecareca.com
3. Nicole Albrecht	Senior Support Program of the Tri-Valley	925.931.5378	nalbrecht@ssptv.org