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**ADDENDUM 1**

**Request for Proposals (RFP) No. 2018-SSA-WBA-GAPEDS**

**For**

**General Assistance Program**

**Employability Determination Services**

**Revisions to RFP Specifications, Terms & Conditions**

1. **II. Statement of Work, Section D. 9, Specific Requirements, Page 5, is revised as follows:**

Ensure that 50 percent of clients who receive an evaluation will be given a follow-up appointment within ~~three months~~ thirty days of their initial visit and the Contractor will provide verification to SSA.

1. **II. Statement of Work, Section E., Deliverables / Reports / Performance Measures, How well was it done? Performance Measure 2, Deliverable, Page 6, is revised as follows:**

Deliverable: Contractor shall distribute a satisfaction survey to each client at the end of each Employability Mental Health Evaluation.~~, to be completed and returned to the contractor via a sealed box in the SSA office.~~ SSA staff will place locked client survey submission boxes in waiting rooms and monitor and retrieve deposited surveys. The satisfaction survey will be developed in collaboration with SSA’s Office of Policy, Evaluation and Planning. At least 90% of clients that receive the evaluation will report a moderate to high level of customer satisfaction. ~~On a quarterly basis contractor shall send completed surveys to designated SSA staff for analysis.~~

1. **II. Statement of Work, Section E., Deliverables / Reports / Performance Measures, Are participants better off? Performance Measure 3 and Deliverable, Page 7, are revised as follows:**

Performance Measure 3. Number of clients determined to be disabled who receive a follow-up appointment within 30 days of their initial ~~evaluation.~~visit.

Deliverable: The selected provider(s) shall complete a monthly report and client log (the report template and log to be provided by SSA) and submit them to designated SSA staff. The selected provider(s) will also provide a list of clients that were offered and have accepted the opportunity to join their provider(s)’ health network.

1. **II. Statement of Work, Section E., Deliverables / Reports / Performance Measures, Are participants better off? Performance Measure 4 and Deliverable, Page 7, are deleted from the RFP:**

~~Performance Measure 4. The number of clients determined to be disabled and without a mental health provider of their own, who are offered the opportunity to join the selected provider(s)’ health network.~~

~~Deliverable: The selected provider(s) shall complete a monthly report and client log (the report template and log to be provided by SSA) and submit them to designated SSA staff. The selected provider(s) will also provide a list of clients that were offered and have accepted the opportunity to join the provider(s)’ health network.~~

**Revisions to Attachment No. 1—Bid Response Packet**

1. **Attachment No. 1—Bid Response Packet, is revised as follows:**

Item 1l, Performance Measures, was added to the Checklist on page 6 and the order of Items 12-15 was also changed. **Bidders, please use the REVISED Attachment No. 1—Bid Response Packet posted with this Addendum as a separate file.**

**Bidders Conference Attendees**

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**RFP No. 2018-SSA-WBA-GAPEDS**

**Questions and Answers**

1. (Page 6) Item 9 of Specific Requirements: “Ensure 50% of clients receive a follow-up appointment within 3 months of initial visit and provide verification to SSA.”

**A: Item 9 (Page 5), Section D., Specific Requirements, Reads: “Ensure that 50 percent of clients who receive an evaluation will be given a follow-up appointment within thirty days of their initial visit and the contractor will provide verification to the SSA.”**

**Item 9 should read: “Ensure that 50 percent of clients who receive an evaluation and are found to be disabled, receive a follow-up appointment within thirty days of their initial visit and the contractor will provide verification to the SSA.”**

1. How are clients selected?

**A**: **Clients are selected by SSA social workers.**

1. 50% of clients seen per day or week or month?

**A: This will be monitored on an on-going basis and is a benchmark contractors will be expected to meet at all times.**

1. Verification of appointment or verification of follow-up visit?

**A: The verification requested is of the follow-up visit within the thirty day window from the initial visit. SSA will provide contractors with a form to be completed and submitted to SSA staff for this purpose.**

1. How are clients contacted? Will addresses be available?

**A: SSA staff will continue to make client referrals and schedule appointments as they do currently.**

1. What about transient clients with no address or phones?

**A: SSA staff will continue to work with these clients as they do currently.**

1. (Page 6) Item 10 of Specific Requirements: “Opportunity to join provider’s health network…”

1. Does provider have to be on the panel for Alameda Alliance or the Kaiser Network, or Medi-Cal?

**A: This applies to any provider that belongs to a health network. If bidder does not work in a health network, that will not preclude them from being selected as a provider.**

1. Violates the APA Ethics Code of ‘multiple relationships’; ‘self-referral’; ‘conflict of interest’. For example: A Provider may have a financial interest in continuing therapy for clients that he/she has certified as disabled. The Provider will benefit

from billing the health insurance plan as well as SSA for mental health evaluations, for longer than necessary.

**Please Note: The response to this question has been revised since it was first addressed in the list of advance questions and answers shared with attendees of the RFP Bidders Conferences.**

**A: The County will address this concern during the contract negotiation phase for contractors awarded funding through this RFP process. Contractors will not be asked to violate any provisions of their professional ethics codes.**

1. (Page 6) Item 12 of Specific Requirements “Meet regularly with SSA staff”

Is there a fixed fee for these meetings?

**A: Currently, contractors receive a fixed fee of $107.19 for attending quarterly meetings when scheduled. This fee will remain the same for new contractors.**

1. (Pages 6 and 7) Performance Measure 2

Please clarify “returned to contractor via a sealed box” and “send completed surveys to SSA staff”.

**A: SSA staff will place locked client survey submission boxes in waiting rooms and monitor and retrieve deposited surveys.**

1. Is contractor permitted to open the sealed box?

**A: No.**

1. What if no or few surveys are returned?

**A**: If no or few surveys are returned, SSA staff will revisit the process.

1. (Page 7) Performance Measure 3

Please clarify “30 days of initial evaluation” or as noted earlier: “3 months of initial visit”?

**A: “…within 30 days of their initial visit” is the correct language.**

1. (Page 7) Performance Measure 4

Please clarify the type of data to be included in the monthly report.

**A: SSA staff will provide contractors with a template for conveniently inputting,**

**tracking and reporting the desired data. The data will be the same data current contractors provide.**

1. Deliverables for Performance Measures 3 and 4 are identical.

**A: Noted. Performance Measures (PM) 1, 2 and 3 will be retained. PM 4 is deleted from the RFP.**

8. As the fee for service is a fixed price (Page 4) of $76.48 or $21.42, please clarify the additional information expected on the Budget Form?

**A: The Budget Form asks bidders to provide annual projections of the number of clients they can accommodate and the corresponding total fees they would receive. This information informs the County Selection Committee of the bidder’s monthly and annual client capacity and aids County staff in evaluating funding requirements for these services.**

1. As the RFP specifies, administrative/clerical tasks outside of clinical hours, can these be separately billed?

**A: No.**

1. It says written questions are due by 5 p.m. on May 2, 2018. This deadline is after the two Bidders Conferences. If written questions are submitted after the Bidders Conferences, how will these questions be addressed?

**A**: **Bidders conference attendees will have an opportunity to ask questions that will be addressed at the conference. For those unable or unwilling to attend a bidders conference, written questions may be submitted (preferably via email) to the SSA RFP Liaison by the May 2nd deadline and they will be addressed as part of a published RFP Addendum. The Addendum will be emailed to the parties that submitted questions, all attendees of the bidders conferences and posted to the SSA and GSA websites.**

1. Are written questions due prior to the Bidders Conferences in order for them to be answered?

**A: No.**

1. Usually, how much time do you allot for a Bidders Conference?

**A: Two hours.**

1. To clarify, how do you indicate in the response which or how many sites we would like to service? Where can we state that we would like to service all 3 sites? How many sites can you bid for?

1. **RFP Section D, Specific Requirements, No. 13, states that contractors will “Be available to work at any one or all SSA sites.” Bidders submitting proposals are acknowledging a willingness and capacity to work at any or all of the SSA’s three self-sufficiency centers (SSC). The addresses of all three sites are disclosed in RFP II. Statement of Work, Section A. Intent, page 4. Bidders may address a preference or desire to work at a particular SSC or all three in their responses to Attachment No. 1, Proposal Narratives A. Relevant Experience and C. Understanding The Project.**

14. RFP, Page 9, Paragraph #2: “All contact during the evaluation phase…” May we contact you if we have further questions?

**A: Please see RFP V. Instructions to Bidders, Section A. County Contacts, page 22, for the answer to this question.**

15. RFP, Page 23: “Electronic copy must be PDF (with OCR preferred).” What is OCR?

**A: OCR is the acronym of Optical character Recognition. PDF documents and image formats that contain text are not text-searchable. By using OCR, they can be converted into text-searchable documents.**

16. Page 7, Attachment I, Formatting Question: Each section, A, B, C, follows on a new page or continues on previous page?

**A: Bidders’ responses to each section of the RFP Proposal Narrative should begin on a new page and should clearly identify the title of the section the response addresses.**

17. Please provide a sample answer for Fiscal Management (Page 7, Item B).

**A: RFP Response Packet, Page 7, Item B, Proposal Narrative, reads: “Describe your fiscal management experience and fiscal controls, and oversight for your practice/agency.**

**The County employs generally accepted accounting principles (GAAP) to manage, track and closely monitor the award and expenditure of public funds received from state and federal funding sources to ensure proper usage and adherence to state and federal funding policies and procedures. Recipients of County funds awarded through RFP competitive bidding procurement processes, are held to the same strict fiscal standards. In response to Item B of this RFP Proposal Narrative cited above, bidders must describe the GAAP they employ to demonstrate their capacity to be good stewards of public funds.**

18. Formatting Documents: The watermark interferes with data entry. Is it okay to delete the watermark?

**A: Yes.**

19. 5,300 clients per year or over 3 years?

**A: The SSA projects to annually refer approximately 5,300 GAP clients to contractors whose services are secured through this RFP process.**

20. Please specify the purpose of the follow-up appointment. Would the intent be to reassess disability?

**A: The follow-up appointment is designed to ensure clients, diagnosed as being disabled, receive the recommended additional care/services they need in a timely manner. It is not intended for a reassessment of disability.**

21. Please clarify “partnership with key community providers.”

**A: The SSA partners with other County agencies, local municipalities and numerous community-based organizations to ensure its General Assistance Program and other clients receive needed services and resources in a high-quality and timely manner. The County’s Behavioral Health Care Services is one such County agency. We believe bidders’ established partnerships with key community providers that may also serve our GAP clients, is an indication of their knowledge and understanding of the unique needs of these clients and provides insight into their ability to effectively and efficiently serve them.**

22. On the Budget Form: Is it the number of client appointments that can be accommodated or the number of clients that show-up for the appointment?

**A: The Budget Form, “No. of Clients Per Month” column, asks bidders to provide the maximum number of clients a bidder has the capacity to accommodate or see monthly.**

23. Please clarify “verification process.”

**A: Please see the response to Question No. 1. c. on page 1 of this document.**

24. Required Documentation And Submittals: Attachment 1, Page 6:

1. Tabs in original and all copies?

**A: Yes.**

1. Attachment I says “Electronic copy must be single file, scanned image.” Page 23 of the RFP says “Electronic copy must be single file (PDF with OCR preferred).”

**A: Bidders must provide an electronic copy of their proposal as a single file, exact scanned image of the original hard copy Attachment No. 1—Bid Response Packet. A scanned image of the proposal in a Portable Document Format (PDF) with Optical Character Recognition (OCR) is preferred but not mandatory. See response to question No. 15 for a definition of OCR.**

25. Required Documentation And Submittals: Attachment 1, Page 6:

1. “Original” or “Copy” on every page?

**A: No, only on the cover or first page.**

1. “Original” or “Copy” hand-written or stamped?

**A: Typed or stamped is preferred but hand-written is also acceptable.**

1. What is the difference between Items #2 and #7—blue ink?

**A: Both items refer to the same form and emphasize that the original form, which must be a part of the proposal marked “Original,” must be signed in blue ink.**

1. “Letter of Transmittal” in the first paragraph means what?

**A: It is just an example of a form used in some RFPs but is not applicable to this RFP.**

26. Attachment I, Page 5 of 11:

1. “Title” is “Business Owner?” “Psychologist?” “Applicant?”

**A: If bidder is a non-profit, corporation or does business under a DBA (doing business as) name, the title of the official authorized to sign the RFP response documents should be either owner, president, CEO, executive director or something similar. If bidder is a psychologist or other mental health professional in private practice, it’s acceptable to use their professional title such as psychologist.**

27. b. Page 10 of 11: “Program Staff”: Do you want names?

**A: Names are not required.**

28. RFP Page 23, #7: “Only one bid response will be accepted from any one person…” Can a bid response have two names on it (i.e., contractor and sub-contractor)?

**A: Yes. Bidders must clearly identify who the primary contractor is and who the sub- contractor is and the proposed roles each party will play in their response.**

29. Mentioned in the RFP “Scope” and Performance Measure 3: What does receiving a follow-up appointment within 30 days measure?

**A: This performance measure is designed to track the number of clients, determined to be disabled, who receive and accept the follow-up appointment offer, and actually keep the appointment and receive care/services.**

30. How are you going to evaluate the “deliverables” (RFP Page 11, E 3.)?

**A: SSA program staff will conduct ongoing reviews and analysis of all data collected from contractors, and will meet with contractors as necessary, to evaluate contract performance, including deliverables.**

31. Is the only difference between the original Attachment I and Attachment I Revised, page 6, #11?

**A: No. Item 1l, Performance Measures, was added to the Checklist on page 6 and the order of Items 12-15 was also changed. Bidders, please make sure you use the Attachment I, Revised version.**

32. What is the website where I can download the “Revised Attachment I?

**A: The Attachment I Revised Version will be part of RFP Addendum I which will be posted to the SSA and GSA websites on May 4, 2018. Please see the RFP Cover Page for both website addresses.**

33. Is this the same website that will have the addendum?

**A: Please see the response to Question 32 above.**

34. Technical question: The Proposal Narrative will be 7-8 pages. The pages following that (References, SLEB, Staff and Budget) will have different page numbers than what is currently at the bottom of the page now. I tried to change those page numbers but am unable to do so. Is there a way to do that?

**A: The page numbers are inserted in the Footer section of the Microsoft Word document. Bidders should be able to edit the page numbers from within the Footer option/feature of the word processing program they’re using.**

35. Normally, do bidders create a new cover page for their proposal or just use the page that is already there: “Attachment No. 1 Revised, RFP NO. 2018-SSA-WBA-GAPEDS”?

**A: Some bidders choose to create a new cover page on their letterhead (if they have letterhead) and other just use the response packet cover page. Either option is acceptable.**