COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901780

### for

**AB109 Direct Services: Reentry Engagement Services**

**Recap of the Networking/Bidders Conferences Held on October 2, 2019**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**http://acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) |

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**Responses to Questions from the Bidders Conferences and Written Questions**

1. Should Bidders include estimates for rent and utilities in their proposed budgets, or are these costs covered by the County? Is housekeeping included?
	1. **Bidders do not need to budget for rent, utilities, or housekeeping. However, Bidders should budget for telecommunications (phones, internet service provider, etc.).**
2. Please describe the location of the reception area and where security is currently situated (if any) on the second floor.
	1. **Please refer to Exhibit F of the RFP. The reception area is designated as “lobby”. The elevators from the ground floor open directly into this space.**

**There is no security on the 2nd floor; however, all persons entering the building need to pass through a metal detector and this area is staffed with two security guards from 8:15 a.m. to 5:15 p.m., Monday through Friday.**

1. Is the “COURT ROOM” designated in Exhibit F (Floor Plans) part of the program space?
	1. **Bidders will be able to use the space, but renovation of the space is unlikely.**
2. How many clients are served by the current Contractor daily/monthly?
	1. **The current model has capacity for 60 clients to be case managed at any given time.**
3. How many clients are expected to be served by the proposed program daily/monthly?
	1. **Please refer to pages 19-22 of the RFP Section E, (ORGANIZATIONAL STRUCTURE & STAFFING REQUIREMENTS) and page 31 of the RFP Section I, (DELIVERABLES).**

**There are two types of services that are being offered under this RFP. The first is case management services (both clinical and non-clinical), and the second is “services on demand.” ACPD is requiring the successful Bidder to provide on demand services and resources to at least 50 unduplicated clients each month (i.e., new individuals walking through the door). In addition, the successful Bidder will case manage *at least* 120 clients at all times. The ratio for clinical case management is 1:15, while non-clinical case management is 1:25.**

1. Is there a potential for updates/upgrades to the space to meet programmatic needs? Would start-up funding be available for this?
	1. **Please refer to page 8 and page 9 of the Exhibit A – Bid Response Packets (BUDGET FORM TEMPLATE and BUDGET NARRATIVE).**

**Bidders may indicate any potential upgrades they are requesting as part of their program; however, it is unlikely that any structural changes will be approved or supported by ACPD. Start-up costs are allowable, per the budget template and would need to be justified by the Bidder and approved by ACPD. However, the successful Bidder should be ready to open its doors to clients on January 1, 2020. There will be no start-up “period” in regard to service delivery.**

1. Will staff from ACPD (e.g., Deputy Probation Officers) be embedded in this program?
	1. **Yes. There is currently one Deputy Probation Officer (DPO) who is embedded in the current program, and this role will remain with the next contract. The DPO will conduct outreach to individuals in the jail and at the reentry center in order to generate warm referrals and hand-offs to the successful Bidder’s treatment team. The DPO will be an integral part of the collaborative case planning, as well as conferencing with client and successful Bidder. The DPO will ensure COMPAS assessments are done by ACPD and the successful Bidder’s team has a direct contact and linkage to ACPD in order to swiftly address any supervision concerns.**
2. Aside from programmatic outcomes, what will the provider be required to disclose and report to ACPD?
	1. **Please see pages 30-34 of the RFP, Section I, (DELIVERABLES) for the deliverables associated with this RFP.**

**In addition to these deliverables, ACPD will work with the successful Bidder to establish policies and procedures around reporting incidents, adverse events, or any other situations that would require the assistance of the ACPD.**

**All clients will be asked to sign a release of information as part of their intake process (see page 29 of the RFP, Section H, Item 3, Participant Release/Consent Information).**

1. Are providers responsible for covering client emergency housing needs?
	1. **Page 16 of the RFP, Section D (PROGRAM REQUIREMENTS), Item 5.h., states:**

***Contractor’s on site services shall include…Emergency housing access and assistance with securing permanent housing.***

**In addition, page 25 of the RFP, Section G (PROGRAM FRAMEWORK REQUIREMENTS), Item 2, states:**

***Coordination Across Disciplines: Participants are likely to be served by multiple systems of care and may have multiple service coordinators, as well as a DPO, who serves as the ultimate case manager. Contractor shall coordinate/collaborate across all service systems and Service Providers (e.g., with healthcare, mental health, social services, housing providers) as well as with DPOs and others providing case management functions for the same Participant, with the goal to maximize coordination and minimize redundancy in supports.***

**The County is requiring the successful Bidder to work with partner agencies to make the necessary linkages to services and understand the housing providers that ACPD funds. The successful Bidder should identify housing options in the community and help clients navigate and understand the various housing pathways. ACPD supports many clients who are in ACPD-funded housing, and these individuals may require help transitioning or require support while living independently. It will be the responsibility of the successful Bidder to provide this support or to link clients to other agencies who can provide them with this.**

1. What is the anticipated level of contact/programming that will be delivered to clients?
	1. **Please refer to page 26 of this RFP, Section G (PROGRAM FRAMEWORK REQUIREMENTS), Item 7. a.**

**This Program should incorporate the Risk-Need-Responsivity framework. The three principles are: Risk – place justice-involved individuals in programming based on their level of risk, with moderate-and higher-risk individuals participating in more structured, intensive programming; Need – target key dynamic behaviors that are known to affect offending and place involved individuals with more complex behavioral issues in more structured, intensive programming; and Responsivity - maximize treatment effects with interventions that are cognitive based and tailored to an individual’s risk, needs, and strengths.**

**The level of contact/programming will vary from one client to the next and the Contractor is expected to work with clients and DPOs, in order to tailor an individualized treatment and rehabilitation plan for each client.**

1. What is motivation for wanting to increase the mental health focus of this program? Is the mental health population to be served by this program in the mild/moderate illness group or serious illness?
	1. **Please refer to Exhibit I – George Mason University Report – Alameda County Probation Department Reentry Services RFP Guidance included in Addendum No. 1.**

**ACPD anticipates all clients who are within the target population and who are referred to or walk into the Program will be served and/or referred to higher level of care, when necessary.**

1. Page 17 of the RFP includes “On-site health screenings and health referrals” as well as “Mental health screening, assessment, diagnosis, and referrals.” Please provide additional information about the staffing and documentation needed to accomplish the two requirements listed.
	1. **Mental health screening, assessments, and referrals should be determined by the clinical staff on the treatment team. All clients will be triaged and assessed in order to determine the level of care needed. Mental and physical health referrals may be made to outside agencies and to ACPD funded providers. Additionally, the Contractor may want to partner with outside agencies (both ACPD funded and not) who will be willing to provide these services on-site at the Center.**

**In addition, you can find more information about the FACT model in Exhibit G.**

1. The SLEB requirement has historically been waived when an RFP scope of work includes clinical services. Can the County please confirm if the SLEB subcontracting requirement will be waived for this procurement?
	1. **For this RFP, the SLEB requirements are NOT waived. All Bidders must meet the SLEB requirements outlined in the RFP.**

**While the SLEB requirements are not waived, please note that certain bidding entities may be exempt from the SLEB requirements and are not required to subcontract with a SLEB. These entities include, but are not limited to, non-profit community-based organizations (CBO) that provide services directly to County clients/residents, as well as non-profit religious organizations (NPO). A full list of exempt entities can be found on the County’s website at:** [**http://www.acgov.org/auditor/sleb/overview.htm**](http://www.acgov.org/auditor/sleb/overview.htm)

**If a Bidder want to claim exemption from meeting the SLEB requirements, the Bidders should put “N/A” across the SLEB Information Sheet (page 15 of the Exhibit A – Bid Response Packet) but still sign and date the sheet. In addition, the Bidder should state they are requesting exemption from the SLEB requirements on the EXCEPTIONS AND CLARIFICATIONS form (page 19 of Exhibit A – Bid Response Packet) and include which exempt entity type they are.**

1. Page 16 of the RFP includes “Participant Incentives for participation and treatment completion” under “Mandated Services.” Can the County please provide more information regarding the vision for the use of incentives? Have incentives been used in this program before?
	1. **Yes, incentives should be available for participation, completion, and exhibiting model behaviors. Incentives have been used before and are currently being used as part of the current contract. Proposals will be evaluated based on demonstrated ability and plan to utilize rewards. Please include your vision for this in your response.**
2. Page 26 of the RFP references the Forensic Assertive Community Treatment (FACT) model. We understand that the FACT model is a field-based model. Could Alameda County please clarify the expectations regarding the FACT model and the desired FACT fidelity?
	1. **In addition to page 26, please refer to page 9 of this RFP, Section B (SCOPE and BACKGROUND) for an overview of ACPD’s expectations.**

**ACPD wants this program to be based on the FACT model – It has been determined that Probation clients face a number of behavioral health need challenges that require the assistance of a clinical team. The FACT model is led by a clinician and uses clinicians as case managers. There is a description of the principles of the FACT model included in the RFP and you are asked to describe your model and how it incorporates these principles in your response. Bidders will be scored on this response and it is important that the lead Bidder have this clinical experience. Additionally, this model supports a field-based model of case management. Some clients face transportation or safety issues that make it difficult for them to engage in services at the Center, so case managers and other staff will be responsible for outreaching to clients in the community as well as interacting with clients at the Center.**

1. Per page 9 of the RFP, Section B (SCOPE and BACKGROUND), Item 1. a., states:
2. Experience and Overview.
3. ACPD is seeking to contract with one Bidder that will operate a one-stop reentry hub, the REC. The Successful Bidder will have experience:
4. Providing a Forensic Assertive Community Treatment (FACT) model program led by a Licensed Practitioner of Healing Arts (LPHA);

If an organization provides the same kind of services, but not the FACT model, are they still eligible to bid?

* 1. **If an organization meets the minimum qualifications, they may submit a bid response to this RFP. Bid responses will be evaluated as set forth in the RFP which includes an organization’s ability to meet the requirements and experience providing the FACT model.**
1. Who is the current vendor?
	1. **The current vendor is Leaders in Community Alternatives.**
2. Regarding the *SLEB Information Sheet* and the *Exceptions and Clarification* forms in Exhibit A, on previous bids my organization has always submitted a bid response as exempt from being a SLEB by virtue of a non-profit organization. Our organization has never completed an *Exceptions and Clarifications* form. Does our organization need to list an exception to the SLEB requirement? In addition, is this just for this RFP or is this a new GSA policy?
	1. **For this RFP, the SLEB requirements are NOT waived. All Bidders must meet the SLEB requirements outlined in the RFP.**

**While the SLEB requirements are not waived, please note that certain bidding entities may be exempt from the SLEB requirements and are not required to subcontract with a SLEB. These entities include, but are not limited to, non-profit community-based organizations (CBO) that provide services directly to County clients/residents, as well as non-profit religious organizations (NPO). A full list of exempt entities can be found on the County’s website at:** [**http://www.acgov.org/auditor/sleb/overview.htm**](http://www.acgov.org/auditor/sleb/overview.htm)

**If a Bidder want to claim exemption from meeting the SLEB requirements, the Bidders should put “N/A” across the SLEB Information Sheet (page 15 of the Exhibit A – Bid Response Packet) but still sign and date the sheet. In addition, the Bidder should state they are requesting exemption from the SLEB requirements on the EXCEPTIONS AND CLARIFICATIONS form (page 19 of Exhibit A – Bid Response Packet) and include which exempt entity type they are.**

**This is not specific to this RFP nor is this a new GSA policy. This is a standard practice for GSA.**

1. Do the minimum qualifications have to be satisfied by a lead bidder? For example, if we currently employ licensed clinical staff and clinical subcontractors who meet the required credentials and qualifications of the Program Director, but we prefer to retain these individuals in their current roles, while hiring a qualified Program Director for this bid?
	1. **Please reference page 12-13 of the RFP, Section C (BIDDER MINIMUM QUALIFICATIONS). The lead prime Bidder has to meet the minimum qualifications and how a Bidder proposes their staffing structure will be scored as a part of this RFP. Please note and any staffing changes with the successful Bidder would require County approval.**
2. Would the minimum qualification be satisfied if at the time of bid submittal, the proposed Program Director is employed by a different organization that would be a subcontractor to the lead bidder?
	1. **No, the prime bidder must meet the minimum qualifications which includes having a Program Director on staff at the time of bid submittal. Please reference page 12-13 of the RFP, Section C (BIDDER MINIMUM QUALIFICATIONS).**
3. Page 12-13 of the RFP, Section C (BIDDER MINIMUM QUALIFICATIONS), Item 3. a. and b., state:
4. *A Licensed Practitioner of the Healing Arts (LPHA); or*
5. *Be a licensed practitioner with a masters, doctorate, or higher degree in psychology or counseling who has a minimum of two years of experience working with the reentry population.*

What type of “licensed practitioner” is item b referring to? Is there a distinction between (a) and (b) that is not included in the Glossary of Terms on page 6 or are these two descriptions of “licensed practitioner” essentially the same thing?

* 1. **Yes, they are essentially the same thing. Please refer to page 6 of the RFP, Section I (GLOSSARY OF TERMS).**
1. Is the prime bidder expected to include the budgets for all the sub-contracting programs that will have an onsite presence at the center, or do we only include the positions and cost directly that we must hire detailed in the RFP?
	1. **No. This would only need to happen if there was a Program, not currently funded by ACPD, that the Prime Bidder wants to sub-contract with specifically. You should only include cost in your budget which you will hire directly. ACPD will leverage existing contracts to provide on-site services that the Contractor may request.**

**Also, please see the list of current ACPD contracted services in Q31.**

1. As a Prime bidder, are we responsible for coordinating the organizations and their staffing needs for the sub-contractors into our proposal?
	1. **Yes, but only if these subcontractors are specific to your proposal. You do not need to include any ACPD funded organizations or County organizations that ACPD may partner with (Social Services Agencies, Behavioral Health) in your budget. However, you will be responsible for coordinating, scheduling, and working with any organization and staff that may be onsite at the Center.**

**Also, please see the list of current ACPD contracted services in Q31.**

1. Some of the services provided are going to be Medi-Cal billable. Is it ACPD’s expectation that bidders would be expected to bill Medi-Cal and count this as part of their leveraged funds?
	1. **This is not part of the County’s expectation but any Bidder who is set up to bill Medi-Cal and would be doing so as part of this contract, should indicate such on their budget. It would be beneficial to note the cost savings or potential funds to be reimbursable as this will be taken into consideration during the evaluation phase.**
2. Chief Still referenced a study done by George Mason University. Is this report available for public review?
	1. **Please refer to Exhibit I – George Mason University Report – Alameda County Probation Department Reentry Services RFP Guidance included in Addendum No. 1.**
3. During the tour, there were a couple of rooms that had some built-ins, in the interest of making a more welcoming environment, will bidders be allowed to remove some of the built-ins specifically in the court room and the juvenile hall area?
	1. **Bidders may indicate any potential upgrades they are requesting as part of their program; however, it is unlikely that any structural changes will be approved or supported by ACPD.**
4. Is there a ballpark estimate on the client load for the program on a per month basis?
	1. **Please refer to pages 19-22 of the RFP, Section E, (ORGANIZATIONAL STRUCTURE & STAFFING REQUIREMENTS) and page 31 of the RFP, Section I, (DELIVERABLES).**

**The first is case management series (both clinical and non-clinical), and the second is “services on demand.” ACPD is requiring the successful Bidder to provide on demand services and resources to at least 50 unduplicated clients each month (i.e., new individuals walking through the door). In addition, the successful Bidder will case manage *at least* 120 clients at all times. The ratio for clinical case management is 1:15, while non-clinical case management is 1:25.**

1. Is there a length of service that Alameda County is expecting in terms of completion?
	1. **Please refer to page 11 of the RFP, Section B, (SCOPE and BACKGROUND), Item 1.c.(6) and page 27 of the RFP, Section G,** **(PROGRAM FRAMEWORK REQUIREMENTS), Item 7.f.**

**ACPD is committed to the philosophy of “Second Chances”. This means that each client’s length of service will be different. In keeping with the principles of evidence-based practice, it is important for the successful Bidder to understand “dosage” when providing treatment and services to our clients. Higher-risk clients require significantly more structure and services than lower-risk clients. High-risk clients should receive a minimum of 300 hours of cognitive-based interventions, moderate-risk clients should receive a minimum of 200 hours, and low-risk clients should receive a minimum of 100 hours of cognitive-based interventions.**

1. Are the clients able to have access to both behavioral health services and reentry services, does that count towards the number of 120 clients, and are they considered as duplicated or unduplicated?
	1. **All clients will have access to all services. If a client is being case managed, he/she will have access to on demand services such as, breakfast, hygiene supplies, transportation vouchers, groups, incentives, classes, etc. as prescribed that client’s case plan or immediate need. If a client is new to the Center, he or she may be counted towards the “50 unduplicated” – but only once. Additionally, a client will only be on one caseload (clinical or non-clinical) at a time.**
2. Will people who are on bank and kiosk be included in this target population as well?
	1. **Please refer to page 12 of the RFP, Section B, (SCOPE and BACKGROUND), Item 3 for information on the Target Population.**

**ACPD has made significant changes over the past year and no longer have kiosk clients. For the banked clients, the number has reduced significantly, and the low risk clients are now assigned to alternative/telephone reporting.**

1. At the current location, are there services that are being leveraged through Alameda County or other contracts that are not part of the prime that is
	1. **Currently ACPD holds contracts and could potentially leverage the following services: Career Technical Education, Education, Employment, Family Reunification, Peer Support, Housing, Mental Health and Substance Abuse.**
2. Can you provide the current services and budgets that is for the current model, so that bidders will know what will be coming along seamlessly in the new model that we will be developing?
	1. **Bidders should plan on creating their own model from the ground up. ACPD will help to connect Contractor to partner and other County agencies. The current budget for services is approximately $800,000/year, with rollover funds having accumulated each year.**
3. For the new location, would it be similar in square footage to the current facility?
	1. **ACPD has not secured a new location. ACPD would like the space to double in size or an option with a North and South facility. However, the County cannot guarantee either of these options will happen.**
4. Chief Still referenced the Community Assessment and Services Center (CASC) located in San Francisco. If the CASC is a similar model, will there be a tour provided for vendors?
	1. **The CASC is a project that Chief Still is proud of and personally helped to create from the ground up. The CASC is a similar model because it is a one-stop shop, where clients have access to groups, resources, cognitive behavioral interventions and incentives; it offers both on-demand services as well as clinical and non-clinical case management. It creates a robust reentry hub that inspires hope and change. The CASC is also co-located with the Probation Department and is based on the FACT model. A tour will not be part of this RFP process, but anyone is welcome to reach out on their own to schedule a tour.**
5. Page 17 of the RFP, references onsite health and mental health screenings and referrals, in terms of the health services, is the prime contractor supposed to provide those health screenings and referrals? Should the contractor staff that in our model?
	1. **Please see Q12 regarding mental health screenings and referrals. The Contractor will be linking clients to services and resources, providing onsite Medi-Cal enrollment and outreach, and partnering with other agencies who would be interested in being onsite to provide their services.**
6. What is the square footage of the existing space? Does the floor plan exist with dimensions for the new model?
	1. **The existing space occupies a total of 4,200 square feet on the 2nd floor at 400 Broadway. There is no floor plan existing with dimensions.**