COUNTY OF ALAMEDA

Questions & Answers

to

RFQ No. 901863

### for

**Medi-Cal and CalFresh Outreach, Enrollment and Renewal Assistance Vendor Pool**

**Networking/Bidders Conference Held on February 19th, 2020**

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| **This County of Alameda, General Services Agency (GSA), RFQ 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 RFQ 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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1. Is there a maximum cost per participant?
   1. **Page 9 of the RFQ, Section D (SPECIFIC REQUIREMENTS), states:**

***Bidder will propose the number of applications and renewals that they expect to complete successfully. A successful application is one in which the contractor completes an entire application, including submitting all supporting documentation, and that the application is approved for Medi-Cal or CalFresh benefits. This will serve as the basis for a target number of enrollments in the successful bidder(s) contract. In developing their scopes of work, bidder should keep in mind the following unit of cost guidelines: budgets should reflect an approximate cost per successful new Medi-Cal application or renewal of $58 -$67.***

1. Are bidders to input pricing directly on to the Bid Form located on page 7 of the Bid Response Packet within the RFQ?
   1. **Yes, bidders should input pricing directly on to the REVISED Bid Form within the REVISED Bid Response Packet.**
2. What should bidders do if additional space is needed on the Bid Form for line-item explanations?
   1. **Bidders are permitted to attach additional pages to the REVISED Bid Form for additional space.**
3. Medi-Cal renewals and CalFresh renewals are completed via paper applications, so how will these applications be tracked towards the Contractor’s performance goals?
   1. **Contractors are to submit renewals completed by the recipients via the contractor’s BCW account.**
4. Page 6 of the RFQ, Section B (SCOPE/BACKGROUND), states:

*ACSSA aims through this RFQ to enroll and retain 4,266 eligible individuals and families in the Medi-Cal program and to outreach to 10,600+ individuals and families in our community. ACSSA aims to enroll or retain at least 1,133 eligible individuals and families into the CalFresh program to increase dual enrollment among eligible households.*

Does this mean that coverage for each individual on the application counts towards the performance goal?

* 1. **No, the goal is to retain and enroll 4,266 eligible individuals and families in Medi-Cal and 1,133 eligible individuals and families in CalFresh. Since the target is for the enrollment and retention of individuals and families, the performance goal will be based on the number of cases.**

1. Page 6 of the RFQ, Section B (SCOPE/BACKGROUND), states:

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The RFQ states the goal is to promote dual enrollment, however CalFresh is 26% of the Medi-Cal goal. How do the numbers promote dual enrollment?

* 1. **The goal is to assist eligible individuals and families enroll in both Medi-Cal and CalFresh. However, not everyone that will be eligible for Medi-Cal will be eligible for CalFresh and vice versa. Furthermore, the funding for the Medi-Cal and CalFresh outreach come from different sources.**

1. Page 6 of the RFQ, Section B (SCOPE/BACKGROUND) states:

*ACSSA aims to enroll or retain at least 1,133 eligible individuals and families into the CalFresh program to increase dual enrollment among eligible households.*

Is the target goal of 1,133 for CalFresh for the two-year term of the contract?

* 1. **The target goal of 1,133 is for two years.**

1. Page 6 of the RFQ, Section B (SCOPE/BACKGROUND), states:

*ACSSA aims through this RFQ to enroll and retain 4,266 eligible individuals and families in the Medi-Cal program and to outreach to 10,600+ individuals and families in our community. ACSSA aims to enroll or retain at least 1,133 eligible individuals and families into the CalFresh program to increase dual enrollment among eligible households.*

Are there separate allocated dollars for the outreach 10,600+ and how does it relate to Medi-Cal and CalFresh?

* 1. **There is no separate allocation for the 10,600+ individuals. Contractors shall outreach to a total of 10,600+ individuals in order to reach the target number for enrollment and retention.**

1. Page 7 of the RFQ, Section C (BIDDER QUALIFICATIONS), Item 1, Letter a states:

*Bidder shall have at least two (2) years of experience assisting clients with Medi-Cal applications and/or renewals. Years of experience shall be verifiable by references or by documentation referencing previous outreach efforts initiated by or participated in by the Bidder.*

If a bidder has the rest of the experience required except the Medi-Cal experience are they unable to bid as a prime?

* 1. **If the prime bidder does not meet the minimum qualifications listed within the RFQ, then they will be disqualified. However, collaborations are highly encouraged.**

1. Page 8 of the Bid Response Packet within the RFQ states:

*This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a* ***Table of Key Personnel****. The table shall include all key personnel associated with the RFQ.*

For the Table of Key Personnel, does the County require personnel of the Prime only, or both Prime and all sub-contractors?

* 1. **If a Bidder collaborates with any other partners or subcontractors, Bidder shall identify subcontractors, subcontractor qualifications, and how they plan to work together.**

1. Page 9 of the RFQ, Section E (DELIVERABLES/REPORTS), Item 1 states:

*Contractor(s) will receive reimbursement after submitting a monthly report detailing their outreach and enrollment efforts for the seven priority populations. Contractor(s) will provide monthly reports on their outreach and enrollment activities by the 10th of the following month (for example: June 10th report will provide May data). The monthly report will consist of the data required to complete the state report. In addition, there will be a quarterly narrative progress report in a format established by ACSSA staff*

Can the County please clarify are all the project activities supposed to reach all seven priority groups or can one or more priority groups be selected?

* 1. **The aim is for the selected vendor pool to be able to reach all seven priority groups. However, individual contractors can focus on one or more priority groups.**

1. Page 9 of the RFQ, Section D (SPECIFIC REQUIREMENTS), states:

*Bidder will propose the number of applications and renewals that they expect to complete successfully. A successful application is one in which the contractor completes an entire application, including submitting all supporting documentation, and that the application is approved for Medi-Cal or CalFresh benefits. This will serve as the basis for a target number of enrollments in the successful bidder(s) contract. In developing their scopes of work, bidder should keep in mind the following unit of cost guidelines: budgets should reflect an approximate cost per successful new Medi-Cal application or renewal of $58 -$67.*

For a new application, is this budget of $58-$67 paid for performance in addition to administration cost? Where would the per application cost be included on the bid form?

* 1. **Please see Addendum No. 2 for the REVISED Bid Form within the REVISED Bid Response Packet. There will be no administration costs related to Medi-Cal applications. Medi-Cal applications will have a cost associated with each application received and each application that is approved.**

1. Page 9 of the RFQ, Section D (SPECIFIC REQUIREMENTS), states:

*Bidder will propose the number of applications and renewals that they expect to complete successfully. A successful application is one in which the contractor completes an entire application, including submitting all supporting documentation, and that the application is approved for Medi-Cal or CalFresh benefits. This will serve as the basis for a target number of enrollments in the successful bidder(s) contract. In developing their scopes of work, bidder should keep in mind the following unit of cost guidelines: budgets should reflect an approximate cost per successful new Medi-Cal application or renewal of $58 -$67.*

Will there be credit if the application is not approved? What types of reimbursement will the County provide? Will there be denied reimbursements for denied applications?

* 1. **There will be a separate reimbursement for each application completed and each application that is approved.**

1. Page 10 of the RFQ, Section E (DELIVERABLES/REPORTS), Item1, Letter a.(2)(a) states:

*Deliverable 3: Contractor shall enter applications into MyBenefits CalWlN (BCW) or another method agreed upon with ACSSA, noting the CalWlN application numbers, demographic information, and target population category for applications and renewals on a monthly service log*.

Is the contractor able to use the CalHEERS system as well as the CalWIN (BCW) system?

* 1. **Contractors will use the BCW system for tracking purposes.**

1. Page 10 of Bid Response Packet within the RFQ, Item 9. states:

*For CalFresh, contractor(s) will be reimbursed for budgeted costs. For CalFresh there is a total of $500,000 in funding available. Bidder(s) will propose the number of applications that they expect to complete successfully. This will serve as the basis for a target number of enrollments in the successful bidder(s) contract. The administrative fees should not exceed ten (10) percent of the total contract amount. Vendors must invoice for their actual costs each month with supporting documentation.*

Is the funding of $500,000 for the target goal of 1,133 individuals?

* 1. **Yes.**

1. Will there be a reconciliation or verification report returned to the Contractor indicating the approved or denied statuses for each enrollment application?
   1. **Yes, contractors will be provided with an update indicating the status for each enrollment application.**
2. Page 19 of RFQ, Section O (INVOICING), Item 1 states:

*Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.*

Will the County provide an invoice template to indicate the number of Medi-Cal applications submitted and the associated costs; as well as, the incurred costs of the activities for the CalFresh outreach?

* 1. **Yes, the County will provide an invoice template.**

1. Page 21 of RFQ, Section R (SUBMITTAL OF BIDS), Item 2 states:

*Bidders* ***must*** *also submit an attached electronic copy of their proposal. The electronic copy must be in a single file (PDF with OCR preferred), and shall be an* ***exact*** *scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation.*

Can the County clarify the reference to submitting an attached electronic copyand whether a bidder must also submit a hard copy?

* 1. **Hard copy bid responses will not be accepted and are not required. All bidders are to submit their bid response electronically via** [**https://ezsourcing.acgov.org/**](https://ezsourcing.acgov.org/)

1. If a bidder meets the requirements to be exempt from the Small Local Emerging Business (SLEB) requirement, is the bidder required to complete the SLEB Information Sheet?
   1. **Yes, if a bidder is exempt from the SLEB requirement, the bidder must still sign the bottom of the SLEB Information Sheet and list their exception the SLEB requirement on the Exceptions and Clarifications page.**
2. Can the County clarify what is the use of Exhibit B – Attachment 6 Applicability to Allocation Agreement and if any of the pages need to be completed/signed?
   1. **Attachment 6 contains the DHCS Health Insurance Portability and Accountability Act (HIPAA) Business Associate Addendum that contractors/business associates are expected to abide by. It does not need to be signed in the bid response.**
3. Is there a per application budget for CalFresh individuals and does that include Renewal and SAR 7?
   1. **Per regulations, the County is unable to have a fixed cost per application for CalFresh.**
4. How do the bidders indicate two funding amounts on the Bid Form? Also, are bidders not to budget for CalFresh for per application?
   1. **Bidders are to use the REVISED Bid Form within the REVISED Bid Response Packet of Addendum No. 2 which includes the per application cost for Medi-Cal. CalFresh will not have a per-application cost.**
5. There is no per application line item on the Bid Form, where should bidders describe the budget for per application?
   1. **Bidders are to use the REVISED Bid Form within the REVISED Bid Response Packet of Addendum No. 2 which includes the per application cost for Medi-Cal.**
6. Does a bidder have to bid on all parts of the RFQ? Is a bidder able to bid just on Medi-Cal portion of the RFQ?
   1. **Bidders must bid on all parts of the RFQ. Bidders are not permitted to bid on just the Medi-Cal portion of the RFQ.**
7. Will this RFQ be awarded to multiple bidders?
   1. **Yes, it is the intent of this RFQ to identify qualified vendors interested in providing Medi-Cal and CalFresh outreach and application assistance to target populations in Alameda County. The Vendor Pool will bring together a selection of qualified vendors with creative and effective outreach and enrollment solutions.**
8. It was stated that there will be a fee for apps submitted and apps approved, should a bidder factor in those fees in the budget when factoring cost?
   1. **Yes.**