COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901873

### for

**Resource Family Approval and Family Finding Services for Alameda County Probation Youth**

**Networking/Bidders Conferences Held on March 16, 2020**

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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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1. On page 7 of the RFP, Section D (PROGRAM REQUIREMENTS), the County request *Family Finding* services for at least 50 people, *Family Evaluation Services* for at least 30 people, and *Resource Family Approval* services for a minimum of 20 families.Are the numbers provided the actual annual minimum requirements?

**A1) The County provided those numbers so that bid proposals, including budgets, can be evaluated and compared against each other fairly. The numbers are also annual *estimates* of usage. As stated on page 26 of the RFP, Section N (QUANTITIES), Item 1:**

***Quantities listed herein are estimates and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.***

**However, while actual usage may be higher or lower, the Contractor will be expected to at least be able to provide that many units of service.**

1. Will the County use the Contractor’s recommendations to approve resource family through the County’s own approval process, or will the Contractor approve resource families through its own license? Who will be responsible for the on-going oversight, care, support, and documentation of the approved families once the process is complete?
   1. **On page 7 of the RFP, Section D (PROGRAM REQUIREMENTS), Items 1(b) and 1(c) are the following respectively:**
2. ***Family Evaluation Services***
3. ***Resource Family Approval***

**If the referral is only for *Family Evaluation Services*, then the County will end up approving the resource family through its own process, and the County will have oversight. If the referral is for the full *Resource Family Approval* service, then the Contractor will approve resource families under its own license and, in turn, will have oversight responsibility.**

1. Page 8 of the RFP, Section D (PROGRAM REQUIREMENTS), Item 2.b. states that the Contractor shall provide the following support services:

*Participate in ACPD work groups, consultations, and meetings as permanency experts as needed.*

In order to budget appropriately, can the County provide quantifiable numbers regarding these items, including both frequency and length (e.g., hour-long monthly work group meetings)?

* 1. **Currently, the County expects the Contractor to attend meetings that occur twice per week (Tuesdays and Thursdays). These meetings begin at 9:00 a.m., but the length may vary depending on number of youth being considered for home placement. Typically, the County allows 30 minutes for each staffing with an average of three screenings per day.**

1. Page 8 of the RFP, Section D (PROGRAM REQUIREMENTS), Item 3.c. states that the Contractor shall prepare, train, and develop families that are:

*Prepared to accept placement of youth in need of a first home placement or children in active concurrent planning.*

That language typically applies to newborn babies, and this RFP does not seem to include newborn babies. Can the County please clarify the expectation around this requirement?

* 1. **The County would like to recruit families that have never had a youth placed in their home; such families will need to be prepared and trained to develop and receive youth in their homes.**

**This language is not intended to apply to newborn babies.**

1. Page 14 of the RFP, Section F (ADMINISTRATIVE REQUIREMENTS), Item 5.a. states:
2. *Staff Development and Training Plan*
   * + 1. *Contractor shall provide staff with regular trainings and staff development, including attendance at all trainings required by County as part of this Contract (e.g., trainings on emerging topics/new trends regarding permanency and family findings may be required).*

In order to budget appropriately, can the County provide quantifiable numbers regarding these items, including both frequency and length?

* 1. **The County expects the Contractor to offer trainings to staff at least once per year regarding permanency/family findings. Additional trainings on emerging topics/new trends may be required as they are introduced.**

1. Page 15 of the RFP, Section G (DELIVERABLES and REPORTS), Item 2.a.(2), states that Monthly Reports shall include:

*Number of coaching sessions (requests received, by whom; type of coaching provided/desired outcome of coaching; coordination efforts; length of time coaching provided etc.) made during the reporting period.*

In order to budget appropriately, can the County provide quantifiable numbers (frequency and length) for the coaching sessions?

* 1. **The County cannot provide an exact number of how many coaching sessions will be required as it depends on the number of referrals the Contractor receives and, of those referrals, which ones may need coaching.**

1. Page 15 of the RFP, Section G (DELIVERABLES and REPORTS), Item 1.c., states:

*All ACPD workers receiving coaching services will be provided a satisfaction survey. 85% shall indicate satisfaction with the services they receive.*

Can the County please clarify if the Contractor will be conducting the survey and reporting on it to the County? Or will the County conduct the survey and report its findings to the Contractor?

* 1. **The County expects the Contractor conduct the survey and report results to the County. The County reserves its right to review/modify/approve the survey prior to being used.**

1. Page 16 of the RFP, Section G (DELIVERABLES and REPORTS), Item 2 states:

*Contractor shall provide monthly, quarterly, and annual written reports separate from their invoices.*

The Monthly Reports are very well described in the RFP. However, there does not seem to be any description for the quarterly or annual reports. Can the County please provide information around these reports similar to what is provided in the *Monthly Reports* section?

* 1. **The quarterly and annual reports will be narratives from the Contractor describing their program performance, challenges, and outcomes. The County will provide additional guidelines to the awarded Contractor.**

1. Page 16 of the RFP, Section G (DELIVERABLES and REPORTS), Item 2.c.(1) states:
   * + - 1. *Program Monitoring: Program monitoring will include:*

*Direct observation of services to evaluate program quality; and*

*Review of documentation to demonstrate completion of service objectives and outcomes.*

*Program monitoring may also include surveys and interviews with clients, county social workers, and other service providers regarding their experiences with the program’s services.*

Does the County expect the Contractor to provide any data/reports around this program monitoring and, if so, what are those expectations?

* 1. **The County may request the Contractor to provide data/reports around the program monitoring including program performance data, client satisfaction results, and/or results of program monitoring reviews.**

1. Page 16 of the RFP, Section G (DELIVERABLES and REPORTS), Item 2.c.(2), states:

*Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Contractor’s organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.*

Can the County provide a link to the applicable Sunshine Ordinance?

* 1. **The County has revised this requirement, which is reflected in Addendum No. 1 and is also provided below:**

***Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Contractor’s organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, and supporting documentation.*** *~~for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.~~*

1. If a Bidder is a non-profit organization that is not a *Small Local Emerging Business* (SLEB) but does serve the target population, is that Bidder exempt from having to meet the SLEB requirement (i.e., subcontracting 20% to a SLEB)?
   1. **If the Bidder is a non-profit community based organizations (CBO) with a 501(c)3 that is providing services on behalf of the County directly to County clients/residents (i.e., the RFP’s target population), then the Bidder is exempt from meeting the SLEB requirement.**
2. When preparing bid responses, does the County have any preferences for fonts, line spacing, or margins?
   1. **No. The County does not dictate any preference for font, line spacing, or margins. The County encourages Bidders to use its best judgement as bid responses will be printed out (hard copy) and given to evaluators to review and score. There are, however, suggested page limits.**
3. Page 6 of the Exhibit A – Bid Response Packet (ORGANIZATIONAL HISTORY and CAPACITY), Item 6, state:

*Bidders must provide a brief job description for any unfilled positions that are to be hired.*

Does the County want job descriptions for unfilled positions to be included as attachments along with the Table of Key Personnel and résumés?

* 1. **Yes.**

1. Throughout the RFP, there are requirements for direct clinical work with the youth, e.g., coping strategies, trauma-informed care, cognitive behavioral therapy, etc. Can the County please clarify its expectations for working with youth? Does the County expect the Contractor to provide clinical work?
   1. **The Contractor is expected to incorporate coping strategies and trauma-informed care to be a component of their interaction, as topics such as these are almost unavoidable when dealing with justice-involved youth. The County does not expect ongoing direct clinical work. However, the County would like the Contractor to utilize some of the basic techniques of Cognitive Behavioral Therapy during their interactions with the youth to address challenging cognitive distortions.**
2. Page 10 of the RFP, Section E (PROGRAM FRAMEWORK REQUIREMENTS), Item 3 delineates requirements around *Evidence-Based Practices*. In addition, page 13 of the Exhibit A – Bid Response Packet, Item 2, states:

*Bidder must also briefly describe the underlying values and theories that inform its program design, including how its program is rooted in evidence-based practices (including, if applicable, which EBP model it uses).*

At this time, there are no evidence-based practices for family finding and youth permanency (although evidence-based principles could potentially be carried through). Can the County please clarify its expectations around evidence-based practices?

* 1. **If a Bidder is not able to provide evidence-based practices for family finding and youth permanency, then the Bidder will need to demonstrate evidence-based principles that reflected in their program design.**

1. In terms of budget databases, will the Contractor use the ACPD’s Binti platform, or will the Contractor use its own Binti platform?
   1. **The Contractor will use ACPD’s Binti platform.**
2. Is there an Excel version of the Budget Form Template?
   1. **There is no Excel version of the Budget Form Template. Bidders must use the template provided in the RFP.**