COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901895

### for

**Inmate Chaplaincy Programs**

**Networking/Bidders Conferences Held on May 14, 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. Page 11 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, Letter i.(4) states:

*On-call services and availability may not be used to fulfill minimum staffing requirements of any other section.*

Can the County clarify what are “on-call” services?

* 1. **On-call chaplaincy services are initiated when there is a critical incident, a tragic/sudden loss, or sudden trauma where support is determined by Sheriff’s Office personnel to be in the interest of an inmate.**

1. Does the on-call chaplain need to be available within 2 hours?
   1. **Yes. Per page 11 of the RFP Section E (SPECIFIC REQUIREMENTS), Item 2, Letter i.(2) states:**

***Whenever requested by ACSO, this person must be able to provide services on-site at SRJ within two hours of notification.***

1. Who will be in charge of the rotation of the Contractor’s staff such as chaplains, etc.?
   1. **Contractor shall be responsible for staffing in compliance with the terms of the contract.**
2. At this time, is there any anticipated impact of COVID-19 on the bidding process and on the contract itself?
   1. **No.**
3. Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter a.(3) states:

*One Protestant Chaplain to serve in a leadership role in the development, planning, oversite, and implementation of all Protestant services and programs. This person will provide spiritual and moral guidance to inmates; to conduct Protestant religious services; to give instruction; and to do other related work.*

*This person shall work, and be on-site, a minimum of 32 paid hours per week.*

*This person shall be:*

*Currently ordained, duly accredited by, and in good standing with a nationally recognized Protestant denomination.*

*This person shall have:*

*(a) Any combination of experience and education that relates itself to Protestant Religious practices or studies, and Protestant history.*

Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter a.(4) states

*One Catholic Chaplain to serve in a leadership role in the development, planning, oversite, and implementation of all Roman* *Catholic services and programs. This person will provide spiritual and moral guidance to inmates; conduct Roman Catholic religious services and instruction; and does other related work.*

*This person shall work, and be on-site, a minimum of 32 paid hours per week.*

*This person shall be:*

*An ordained priest, deacon, or lay person duly accredited by and in good standing with the Roman Catholic Church; or*

*Duly accredited for pastoral ministry by a nationally recognized Roman Catholic chaplain certification institution; or*

*Approved by the Bishop of the Diocese of Oakland; or the Archbishop of the Archdiocese of San Francisco.*

Is the County open to changing the Protestant requirements to mirror Catholic requirements so that it could be a layperson endorsed by a locally recognized or duly accredited by a locally recognized denominational body?

* 1. **No.**

1. Will the current contract for Inmate Chaplaincy Services be extended until September when the new contract will start?
   1. **No.**
2. Can the County address the status between the end of the current contract and the beginning of the new contract? How will operations and services to inmates be continued in the interim?
   1. **Inmates will continue to receive regular religious programming including access to religious counseling, viewing of religious services, as well as receive literature and artifacts.**
3. Page 12 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter w. states:

*Contractor shall provide all religious materials, subject to pre-approval by ACSO, which shall include but shall not be limited to the following:*

* + - * 1. *Religious head coverings;*
        2. *Worship item;*
        3. *Bibles, Quran, etc.;*

Does the County fund or have a budget for the materials that are needed for the various artifacts? Does the Contractor need to solicit these items when needed?

* 1. **Contractor is responsible for all costs to maintain stock of religious materials, artifacts, and all religious supplies. Contractor shall solicit these items.**

1. Page 12 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter u. states:

*Contractor shall provide a copy of all religious documents and materials to the Inmate Services Programs Supervisor for review and approval prior to distribution to inmates.*

Does this include requested donations the Contractor would bring in and are the inmates able to keep the materials?

* 1. **Inmates may keep approved religious materials. Due to safety and security, some items are only allowed to be used during religious services. All religious documents and materials shall be reviewed and approved by the Inmate Services Programs Supervisor prior to distribution. The items shall be reviewed for safety and security, content, and suitability for possession by an inmate.**

1. Page 13 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter bb. states:

*Contractor shall offer special religious events. Bidder response shall:*

* + - * 1. *Identify these events by name, and religious purpose.*
        2. *Provide a brief outline that would demonstrate Contractor ability to plan, schedule, provide all necessary equipment, and facilitate the event.*

*Examples: Concerts, guest speakers, Catholic reconciliation, Baptisms, Observance of Ramadan.*

Will the special events be advertised throughout the facility for anyone to attend and does special events include Re-Entry Programs/Services?

* 1. **Contractor is permitted to advertise the events to all eligible inmates. Contractor shall not provide re-entry programs, re-entry services, make re-entry recommendations, or provide similar information to the inmates. The mentioned special events shall be religious, or faith and spiritual based.**

**Examples of special events:**

1. **Ramadan – Approved**
2. **Religious concerts – Approved**
3. **Revival – Approved**
4. **Reconciliation services - Approved**
5. **Job Training – Not approved** **(This service is provided through our Re-Entry Program.)**
6. **Housing Assistance – Not approved (This service is provided through our Re-Entry Program.)**

**The Sheriff’s Office maintains a robust Re-Entry Program to serve the incarcerated population.**

1. Page 14 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter hh. states:

*All Contractor staff shall complete an ACSO eight-hour orientation course appropriate to their assignments.*

Is this training provided by ACSO and will there be training for safety purposes regarding COVID-19?

* 1. **The ACSO will provide an eight-hour orientation course. Current relative safety training will be included in the course content.**

1. Page 17 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4, letter d. states:

*Contractor shall be responsible for the purchase of all other equipment, its own computers, servers, facsimile machine, copy machine, software, office chairs, ergonomic related equipment for office and computer workstations and internet/data connection services. County reserves the right to refuse to allow any item into the jails if they determine it poses a security risk.*

Will the Contractor be required to provide their own equipment and will the Contractor be required to provide internet services?

* 1. **Yes.**

1. Are Contractors permitted to bring their own laptops in and out of the facility?
   1. **Yes, Contractors are permitted to bring their laptops in and out of the facility if it is connected to their own network. Contractors are not permitted to bring their laptops in and out of the facility if it connects to any of the Sheriff’s Office network.**
2. How are religious services being conducted for inmates during COVID-19 and are the Bible studies being conducted by video or one on one?
   1. **Religious services are offered by phone, messages are delivered through the tablet system, and in-person as needed. Religious services are not conducted by video.**
3. How does the current RFP differ from the previous RFP that was canceled? What changes were made?
   1. **The previous RFP was revised to better suit the needs of the inmates and the Sheriff’s Office.**
4. Are there any times during the regular weekly schedule outlined when more than one chaplain is required on-site?
   1. **No.**
5. During the COVID-19 pandemic, until a vaccine is found since it is spreading by asymptomatic people, will the County provide the Contractor with Personal Protective Equipment (PPE) or will the Contractor be required to provide it?
   1. **The Sheriff’s Office prefers that the Contractor provide their own PPE. If the Contractor is unable to do so, the Sheriff’s Office will provide PPE recommended by the** **Alameda County Public Health Director.**
6. What steps has ACSO taken to ensure that staff does not potentially spread this virus to inmates?  Are one-one-ones still done in person and if so, how is social distancing practiced?
   1. **The Sheriff’s Office follows COVID-19 social distancing guidelines implemented by the Alameda County Public Health Director.**
7. Will the bid responses for the previous RFP that was canceled, RFP 901752, be available the same time the bid responses for RFP 901895 are available?
   1. **Bid responses related to RFP 901752 will be available the same time that bid responses related to RFP 901895 become available.**
8. Page 15 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 3, letter i. states:

*The ACSO will provide a volunteer database system to track volunteer activity, and services.*

Will chaplains have access to this ACSO specific system and will there be ways in which data can be exchanged, such as with export/import features, between this and the chaplaincies own tracking system?

* 1. **The chaplains will not have access to the ACSO system. Volunteer data will be shared via sortable Excel files. The Sheriff’s Office will work with the contractor to modify reports as requested.**

1. Page 38 of the RFP, Section U (SUBMITTAL OF BIDS), Item 8. States:

*California Government Code Section 4552: In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the bidder.*

When referring to the materials in the above paragraph, are materials referring to material that is used by the contractors or materials for the inmates?

* 1. **This is a direct citation of the statute and applies to all goods and materials that are part of the services provided by the successful bidder.**

1. Does the RFP include religious materials in the cost of the budget?
   1. **The contractor shall cover all costs to purchase religious materials.**
2. Will there be an exception to the SLEB requirement for bidders that are not able to be certified due to COVID-19?
   1. **The SLEB certification review process takes approximately 45 business days. However, with the current COVID-19 situation, site visits are not being conducted and the process may take longer. It is recommended that bidders reach out to the Alameda County Auditor-Controller Agency, SLEB Certification Unit, at (510) 891-5500 or via e-mail at** [**ACSLEBcertification@acgov.org**](mailto:ACSLEBcertification@acgov.org) **, and let them know your intention to bid on this RFP. Bidders that have spoken to the SLEB Ceritification Unit and are not able to meet the SLEB requirement due to COVID-19 are to make an exception to the SLEB requirement on the Exceptions and Clarifications page within Exhibit A.**
3. Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter a.(4) states:

*One Catholic Chaplain to serve in a leadership role in the development, planning, oversite, and implementation of all Roman* *Catholic services and programs. This person will provide spiritual and moral guidance to inmates; conduct Roman Catholic religious services and instruction; and does other related work.*

*This person shall work, and be on-site, a minimum of 32 paid hours per week.*

*This person shall be:*

*An ordained priest, deacon, or lay person duly accredited by and in good standing with the Roman Catholic Church; or*

*Duly accredited for pastoral ministry by a nationally recognized Roman Catholic chaplain certification institution; or*

*Approved by the Bishop of the Diocese of Oakland; or the Archbishop of the Archdiocese of San Francisco.*

Under Catholic law, the local bishop, in this case the Bishop of Oakland is ultimately responsible for the appointment and approval of any Catholic chaplain under his jurisdiction (Alameda and Contra Costa Counties). Under the terms of a, b and c above, is it possible for a Catholic chaplain to be appointed without the consent of the Oakland Bishop?

* 1. **Yes. Section E Specific Requirements, Item 2., Letter a, number (4)., letters (a)-(c) provide multiple pathways which a Contractor can follow to meet the RFP requirements of hiring a Catholic chaplain.**

1. Page 13 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 2, letter bb. states:

*Contractor shall offer special religious events. Bidder response shall:*

* + - * 1. *Identify these events by name, and religious purpose.*
        2. *Provide a brief outline that would demonstrate Contractor ability to plan, schedule, provide all necessary equipment, and facilitate the event.*

*Examples: Concerts, guest speakers, Catholic reconciliation, Baptisms, Observance of Ramadan.*

Are there some ACSO restrictions on the baptism protocol, such as full-body immersion? Are there other restrictions as far as equipment or religious artifacts used for special events?

* 1. **Full-body immersion baptisms are suspended until further notice and unlikely to be allowed in the future. Alternative forms of baptism are subject to review and approval by the ACSO. Religious artifacts are approved based on the compelling central interest of the items to a religious belief and impact on the safety, and security, of the jail. The use of special equipment is reviewed on an event-by-event basis.**

1. Page 20 of the RFP, Section F (DELIVERABLES / REPORTS), Item 2, letter a. states:

*Services provided:*

* + - * 1. *Location of each religious service conducted;*
        2. *Type of each service conducted (such as counseling, holy book studies, etc.);*
        3. *Associated faith, or religion;*
        4. *Name and title of person(s) providing the service;*
        5. *Date of service;*
        6. *Number of hours per service;*

*Preparation, and travel time to service shall not be included.*

* + - * 1. *Actual start and stop time of service;*
        2. *Inmate participation count; and*
        3. *Number of services designated by type. (If more than one staff member participates in a service, the service shall count as one. Example: If two chaplains provide a bible study at the same time to the same group of inmates, the service shall count as one).*

Most of the information listed seems to be already recorded on the ACSO tracking system for volunteers, so is this report still needed in this form, or could it be limited to the information not already captured by that system?

* 1. **The reporting requirements of RFP Section F, Item 2, letter a, is that of staff contact with inmates which is not recorded by the ACSO.**

1. Page 20 of the RFP, Section F (DELIVERABLES / REPORTS), Item 2, letter b. states:

*Staffing report:*

* + - * 1. *Total number of daily, monthly, and year to date hours worked per staff member.*
        2. *Listing of daily actual hours, by date, worked per staff member.*

Can the County clarify if this only applies to the chaplaincy staff since volunteer data is already recorded?

* 1. **Yes, Section F, Item 2, letter b, refers to contractor staff.**

1. Page 20 of the RFP, Section F (DELIVERABLES / REPORTS), Item 3 states:

*Daily Service Report: Contractor shall provide* ***by 2300 hours each day****, a log of in person services completed or offered to inmate(s) in the housing units, chapel, or other location by Contract staff and volunteers. Report shall include but not limited to the following:*

* + - * 1. *Date of report;*
        2. *Location of service;*
        3. *Type of service offered;*
        4. *Inmate participant count;*
        5. *If a service is denied, name of staff member denying the service; and*

*Reason for denial.*

* + - * 1. *This report shall not include*

*Time spent for delivery of supplies and materials; and*

*Administrative or similar duties.*

*Contractor shall modify the required fields on any of the required reports upon receipt of written request by ACSO any time throughout the life of the contract as deemed necessary by ACSO.*

Can the County clarify as most of the data appears to already be recorded on the ACSO system?

* 1. **This report provides a daily snapshot of in person attempted and completed religious services. Items (5) and (6) are not included in the ACSO tracking system.**

1. Shall the proposal include a statement related to Chaplaincy Services during the COVID-19 pandemic? What is the directive on this, shall the proposal address the current limitations to ministry?
   1. **Chaplaincy services are scheduled to take place subject to directives by the Alameda County Public Health Director and subsequent modifications by Sheriff’s Office command staff. We are not seeking proposals that include COVID-19 modifications as those would be presumptive based on the fluid nature of our operational directives.**