COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901896

### for

Supplemental Security Income Advocacy Services

**Networking/Bidders Conferences Held on May 13, 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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**Responses to Questions from the Bidders Conferences and Written Questions**

1. Can a for profit company bid on this RFP?
   1. **Yes. Bidders must meet the Bidder Minimum Qualifications listed on page 6 and 7 of the RFP.**
2. Can the County clarify the bid preference for SLEB Prime Contractor?
   1. **If the Prime Bidder is a certified SLEB at the time of bid submittal a 10% bid preference will be applied. If the Prime Bidder is local to Alameda County a 5% bid preference will be applied. Please review page 4 of the Exhibit A – Bid Response Packet.**
3. Is the Small Local Emerging Business (SLEB) participation a requirement, or is it only required to obtain a bid preference? If it is a requirement, will the County consider waiving the SLEB requirement for this procurement?
   1. **If the Prime Bidder is not a SLEB they are required to subcontract with a SLEB. The SLEB requirement will not be waived for this RFP. Per page 16 of the Exhibit A – Bid Response**

**Packet:**

***In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, all bidders must complete this form.***

***Bidders that are not certified SLEBS (for*** [***definition of a SLEB***](http://acgov.org/auditor/sleb/overview.htm) ***see*** [***http://acgov.org/auditor/sleb/overview.htm***](http://acgov.org/auditor/sleb/overview.htm)***) are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be eligible for contract award. SLEB subcontractors must be independently owned and operated from the prime Contractor with no employees of either entity working for the other. A copy of form must be submitted for each SLEB business that the bid will subcontract with, as evidence of a firm contractual commitment to meeting the SLEB participation goal.***

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), Item 1 states:

*Contractor shall have an office located within Alameda County.*

Will the County provide space for the Contractor to provide the required on-site services?

* 1. **No.**

1. If the Contractor subcontracts specific service delivery elements with a SLEB will this count as “offices located within Alameda County"?
   1. **The entire program has to take place within Alameda County.**
2. Who is/are the current Contractor(s) for these services and how long have they been providing these services?
   1. **The current Contractors are Bay Area Legal Aid and Homeless Action Center. They have both been providing these services for the County since 2011.**
3. For the most recent reportable year, what is the approved cost budget for each Contractor?
   1. **Budgets cannot be disclosed. However, in 2019 it is estimated that Bay Area Legal Aid was paid $1.3 million and Homeless Action Center was paid $4 million.**
4. For the most recent reportable year, what are the referrals related to these approved budgets for each Contractor broken out by type of referral (e.g. applications, reconsiderations, and various appeal levels, etc.)?
   1. **The County does not refer by application type. The County starts the referrals at the initial application and the Contractors take them through every phase up to Administrative Law Judge if necessary.**
5. What was the Contractor(s) approval rating last year broken out by type of referral (e.g. application, reconsiderations, and various appeal levels, etc.)
   1. **Combined approval rates for Bay Area Legal Aid and Homeless Action Center were 26.1% at Initial, 15.6% at Reconsideration, 56.8% at Administrative Law Judge, 50% at Appeals Council, and 100% at District Court.**
6. How many referrals does the County expect to make per month broken out by the type of referral (e.g. application, reconsiderations, and various appeal levels, etc.)
   1. **The County only refers for the initial session and the Contractor takes the client through as many phases as necessary to win the case. The County expects to refer approximately 77 cases per month.**
7. Would the County consider an alternative fee proposal to cost reimbursement that would include any of these options:
8. A flat fee based upon type of referral and earned based upon performance (i.e. defined measure of success/approval) payable by the County?
9. A contingency fee based following Social Services Agency (SSA) fee guidelines payable by the County?
10. A contingency fee based following SSA fee guidelines payable by SSA?
11. A contingency fee based following SSA fee guidelines payable by SSA for District Court level cases?
    1. **No.**
12. Are there any costs that the Contractor cannot include as reimbursable by the County (e.g. for medical records, consultative exams, client transportation, etc.)?
    1. **The County does provide some money for consultative exams. Bidders can include medical records and transportation in their proposed budget.**
13. What information is provided with each referral or is available from the County? Is medical record development provided with the referral?
    1. **The County provides name, date of birth, social security number, contact information, and medical records if the County has them.**
14. Page 8 of the RFP, Section E. (SPECIFIC REQUIREMENTS), Item 2.i. states:

*Provide client with transportation to and from medical, behavioral or Social Security Administration appointments when necessary.*

Is the County just referring to providing bus tokens or travel vouchers?

* 1. **The County expects the Contractor to attend the meeting with the client and provide transportation. If the client cannot use public transportation for some reason, the Contractor is expected to take the client to their appointment.**

1. Page 8 of the RFP, Section E. (SPECIFIC REQUIREMENTS), Item 2.k. states:

*Enroll eligible clients for the housing subsidy.*

If the Bidder does not provide this as a core service, can the Bidder omit this element from their proposal?

* 1. **Bidders may list this requirement as an exception on page 20 of the Exhibit A – Bid Reponses Packet. However, the County is under no obligation to accept any exceptions and clarifications and such exceptions and clarifications may be a basis for bid disqualification.**

1. Page 8 of the RFP, Section E. (SPECIFIC REQUIREMENTS), Item 2.l. states:

*Keep clients enrolled in General Assistance, CalWORKs, Medi-Cal and CalFresh programs.*

If the Bidder does not provide this as a core service, can the Bidder omit this element from their proposal?

* 1. **Bidders may list this requirement as an exception on page 20 of the Exhibit A – Bid Reponses Packet. However, the County is under no obligation to accept any exceptions and clarifications and such exceptions and clarifications may be a basis for bid disqualification.**

1. Page 8 of the RFP, Section E. (SPECIFIC REQUIREMENTS), Item 2.n. states:

*Each Full-Time Equivalent (FTE) of attorney/advocate should carry a caseload of 40 clients.*

Is this for Alameda County cases only or does this include the Bidder’s company wide caseload?

* 1. **This is for Alameda County cases only.**

1. Page 7 of the Bid Packet references to the line items, where can Bidders access the line items?
   1. **There are no other line items on EZSourcing. Please see Addendum No.1 for revised language.**
2. Is the entire Exhibit A – Bid Response Packet required to be submitted as one PDF file? Or is each section uploaded individually?
   1. **Exhibit A – Bid Response Packet shall be submitted as one PDF. If the PDF file size is too large Bidders may split the PDF into multiple files.**

VENDOR LIST

RFP No. 901896 Supplemental Security Income Advocacy Services

Below is the Vendor Bid List for this project consisting of vendors who have been issued a copy of this RFP. This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the Small Local Emerging Business (SLEB) Program: <http://www.acgov.org/gsa/departments/purchasing/policy/slebpref.htm>.

| **RFP No. 901896 Supplemental Security Income Advocacy Services** | | | | | | |
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| **Business Name** | **Name** | **Phone** | **Address** | **City** | **ST.** | **Email** |
| Alameda County Homeless Action Centeer | Mike Zimmerman | 415-305-1986 | 3126 Shattuck Avenue | Berkeley | CA | [mzimmerman@homelessactioncenter.org](mailto:mzimmerman@homelessactioncenter.org) |
| Alameda County Homeless Action Center | Stephanie Maurer | (646) 334-2433 | 3126 Shattuck Avenue | Berkeley | CA | [smaurer@homelessactioncenter.org](mailto:smaurer@homelessactioncenter.org) |
| Alameda County Network of Mental Health Clients | Katrina Killian | ( 510 ) 295-7730 | 3238 Adeline Street | Berkeley | CA | kkillian@acnetmhc.org |
| Alameda County Social Services | Robert Garcia | 510 334-1406 | 24100 Amador St | Hayward | Ca | rogarcia@acgov.org |
| August Varner Media - Varner PR | Sandra Varner | ( 510 ) 910-5652 | 3005 82nd Ave | Oakland | CA | varnerpr@sbcglobal.net |
| Bay Area Legal Aid | Genevieve Richardson |  |  |  |  | [Grichardson@baylegal.org](mailto:Grichardson@baylegal.org) |
| Bay Area Legal Aid | Elissa Winters | (510) 250-5218 | 1735 Telegraph Ave | Oakland | CA | [ewinters@baylegal.org](mailto:ewinters@baylegal.org) |
| CALICO Center | Erin Harper | ( 510 ) 895-0702 | 524 Estudillo Ave | San Leandro | CA | executive.director@calicocenter.org |
| Centerforce | Dolores Lyles | ( 510 ) 834-3457 | 1904 Franklin Street, #418 | Oakland | CA | dlyles@centerforce1.org |
| Chinese for Affirmative Action | John Fong | ( 415 ) 274-6750 | 416 8th Street | Oakland | CA | jfong@caasf.org |
| East Bay Community Law Center | Martha Brown | ( 510 ) 548-4040 | 1950 University Avenue, Suite 200 | Berkeley | CA | mbrown@ebclc.org |
| Fresh Lifelines For Youth, Inc. | Carlos Garcia | ( 408 ) 263-2630 | 333 Hegenberger Rd., Ste. 707 | Oakland | CA | carlos@flyprogram.org |
| Global Communication Education & Art(GCEA) | Almaz Yihdego | (510) 560-5522 | PO BOX 22616 | Oakland | CA | info.gcsinc@gmail.com |
| HEALTH ADVOCATES | Josephine Hernandez | (818) 286-3727 | 21540 PLUMMER STREET, B | Chatsworth | CA | [josephineh@healthadvocates.com](mailto:josephineh@healthadvocates.com) |
| Health Advocates, LLC | Maria Salazar | 818-461-5837 | 21540 Plummer Street, Ste. B | Chatsworth | CA | [marias@healthadvocates.com](mailto:marias@healthadvocates.com) |
| Homeless Action Center | Patricia Wall |  |  |  |  | [Pwall@homelessactioncenter.org](mailto:Pwall@homelessactioncenter.org) |
| Homeless Action Center | Emily McPartlon |  |  |  |  | [emcpartlon@homelessactioncenter.org](mailto:emcpartlon@homelessactioncenter.org) |
| Operation Dignity Inc | Katie Derrig | ( 510 ) 287-8465 | 3850 San Pablo Ave, Suite102 | Emeryville | CA | kderrig@operationdignity.org |
| PEERS Envisioning and Engaging in Recovering Services | Nancy Lee | ( 510 ) 832-7337 | 333 Hegenberger Road, Suite 250 | Oakland | CA | nlee@peersnet.org |
| Public Consulting Group | Besu Feleke | (509) 254-2600 | 200 Fair Street | Clarkston | WA | [bfeleke@pcgus.com](mailto:bfeleke@pcgus.com) |
| Root & Rebound | Thomas Alexander | ( 510 ) 279-4662 | 1730 Franklin Street, Suite 300 | Oakland | CA | thomas@rootandrebound.org |
| Roots Community Health Center | Noha Aboelata | ( 510 ) 777-1177 | 9925 International Blvd | Oakland | CA | Drnoha@rootsclinic.org |
| Urban Strategies Council | Teri Carlyle | ( 510 ) 893-2404 | 1720 Broadway, 2nd Floor | Oakland | CA | accounting@urbanstrategies.org |