COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901935

### for

**Personal Aide Caregiver Services**

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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 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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**Responses to Written Questions:**

1. Will all clients be either COVID positive or under investigation?  Specifically, are these a) all Isolation & Quarantine Hotels, b) “Shelter in Place” Hotels or c) a combination of both?
   1. **Radisson Hotel is a Shelter-in-Place (SIP) hotel and clients will not be COVID+. If staff suspect that someone is COVID+, they will be moved to the quarantine hotel.**

1. Will the appropriate level of PPE be provided by the County or acquired/provided by the contractor?
   1. **All appropriate PPE will be provided by the Contractor to their caregivers.**
2. Will the County want to assess for, enroll and use In-Home Support Services (IHSS) funding as part of this program?
   1. **No. Case Managers are working on IHSS application for their long care and support.**

1. All of our caregiver employees have already passed State and Department of Justice background checks for the IHSS program (they are authorized IHSS caregivers) as well as TB tests.  Will we be required to conduct additional background checks beyond what we already have in place?
   1. **No.**
2. Are these positions subject to union bargaining?  Are there any issues with using a unionized workforce?
   1. **No.**
3. What would precipitate the drug test requirement and is the cost to be covered by the County or by the contractor?
   1. **The drug test (pre-employment drug examination) should be covered by the contractor as an employer.**
4. If DME (Durable Medical Equipment, such as a walker or shower bench) is needed does the County provide this or does the contractor need to acquire and pay for it?
   1. **DME is provided by ABODE per their contract and the County will assist with procurement as needed.**
5. What level of care coordination or case management is desired of the contractor?
   1. **None. This is completed by the services staff at the hotel.**

1. Are we correct in understanding that you desire to have “full services” begin September 1st — in other words, there is no ramp up period?
   1. **Please see Addendum #1. Services will start on October 1. Yes, there is no ramp up period.**
2. Are we correct to understand that you do not anticipate needing evening or weekend services?
   1. **Yes. Services from Monday – Friday (8:00 a.m. – 5:00 p.m.) should be sufficient.**

1. Have all clients been screened for Covid?
   1. **No. The County screen people as they come through the front gate by taking temperature and asking series of questions.**
2. Will there be any follow up by doctors or Registered Nurses while the clients are in your program?
   1. **Guests/clients are connected to local clinics. The County have mobile health clinic that comes once every two weeks and can provide urgent care. The County has also UCSF nurse practitioner students who track high needs clients to ensure they have their meds, are connecting with Primary Health Care Provider, etc. These nurse practitioners do not perform medical exams themselves.**
3. Have the clients had a mental health evaluation?
   1. **Those are engaged in mental health services have received an evaluation.**
4. Will the caregivers be assigned all of their patients in the same hotel?
   1. **Yes.**
5. Will the Contractor be required to supervise the caregivers or will you provide Registered Nurses to provide supervision?
   1. **Contractor will be required to provide supervision to the caregivers.**
6. What happen if they need more than attendant care? Caregivers cannot do wound care?
   1. **Clients will be referred to medical providers for medical care.**
7. Caregivers can only work eight hours a day without being paid overtime. They would not be able to provide services to six clients per day unless the clients only received one hour or service.
   1. **The last assessment of the need on the current hotel, providing two hours of help to three residents a day or one hour to six residents a day should be sufficient per the chore help need at the site. A few residents need more help (two hours) but no more than 2-3 times a weeks.**
8. Will the contractor will receive pertinent information about medical conditions or health concerns, family members, etc?
   1. **The County will only release pertinent information with a signed Release of Information from the clients. Most services will not require information about medical conditions or health concerns.**
9. Should the bidder be a certified Small Local Emerging Business (SLEB) to qualify to submit a proposal?
   1. **No. The RFP does not include any SLEB requirements.**

### EXHIBIT B

VENDOR LIST

RFP No. 901935 – Personal Aide Caregiver 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>.

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| **RFP No. 901935 - Personal Aide Caregiver Services** | | | | | | |
| **Business Name** | **Name** | **Phone** | **Address** | **City** | **ST.** | **Email** |
| BetterLiving Care, LLC | Alice Aranzamendez | 510-710-1879 | 550 Park Street, Ste 104 | Alameda | CA | [alice@bestlivingcare.com](mailto:alice@bestlivingcare.com) |
| Best Care Provider | Michael Mejia | 510-782-9141 | 26230 Industrial Blvd. | Hayward | CA | [bestcareprovider@sbcglobal.net](mailto:bestcareprovider@sbcglobal.net) |
| Community Care Services, Inc. |  | 510-923-9790 | 3317 Elm St, Ste 202 | Oakland | CA | [info@communitycareservicesinc.com](mailto:info@communitycareservicesinc.com) |
| Community Care Servcies, Inc. | Toedora Marzoul |  |  |  |  | [tmarzouk@aol.com](mailto:tmarzouk@aol.com) |
| Easy Does I Emergency | Michele Blackwell | 510-845-5513 | 3271 Adeline Street, Unit B | Berkeley | CA | [michele@easydoesitservices.org](mailto:michele@easydoesitservices.org) |
|  | Alice Home Care | 510-924-8529 | 2515 Santa Calara Ave, Suite 201 | Alameda | CA | [info@alicehomecare.com](mailto:info@alicehomecare.com) |
| BestLiving Care, LLC |  |  |  |  |  | [lailanie@bestlivingcare.com](mailto:lailanie@bestlivingcare.com) |
| Homebridge, Inc. | Mark Burns | 415-659-5345 | 1035 Market Street, L-1 | San Francisco | CA | [mburns@homebridgeca.org](mailto:mburns@homebridgeca.org) |
| Homebridge, Inc. | Shantel Weingand |  |  |  |  | [sweingand@homebridgeca.org](mailto:sweingand@homebridgeca.org) |