COUNTY OF ALAMEDA

Questions & Answers

to

RFQ No. 901939

### for

CORONAVIRUS AID, RELIEF AND ECONOMIC SECURITY (CARES) ACT FUNDING EMERGENCY

**Networking/Bidders Conference Held on August 11, 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. Bids have already been submitted prior to the August 11 bid conference.  If the info provided on August 11 have a material effect on bids already submitted, will bidders who submitted their bids before August 11 have an opportunity to resubmit or modify original bid? If not, won’t later bidders have an advantage over earlier bidders who did not have the benefit of information presented in August 11 bidder conference?
	1. **Bidders who have already submitted a bid prior to August 11th are permitted to re-submit a bid if there are changes to their proposal.**
2. How is RFQ 901939 and RFQ 901941 related? Can a bidder respond to both RFQs?
	1. **RFQ 901939 is seeking procurement of services specifically for older and disabled adults. Bidders can respond to both RFQs. Please refer to RFQ 901941 for additional details related to that RFQ.**
3. How will AAA staff be involved in reviewing/scoring proposals?
	1. **AAA will review the proposal and will select vendors based on their ability to immediately render COVID related services. Bidders meeting the County’s requirements will be placed in a vendor pool.**
4. Does the bidders’ references have to be local?  Will there be an advantage to providing local references?
	1. **The bidders’ references do not have to be local. There is no advantage in providing local references.**
5. Can the County describe the rolling application process and how the County will decide what is funded without seeing all proposals at one time?
	1. **AAA will review application as they are submitted and will award contracts on an as-needed basis.**
6. Is there a due date for this RFQ?
	1. **The RFQ will be open until the funds are exhausted or through 9/30/2021, whichever comes first.**
7. Once a bid is submitted, how long will it take the County to evaluate and respond to the bid?
	1. **The County anticipates to send award/non-award letters to bidders within two to three weeks of bid submittals.**
8. There is no mention of Case Management services as a service category for this RFQ. Can the County guide bidders to where the right place to apply for Case Management units will be?
	1. **Case Management services are not list ed in this RFQ. However, the included service categories will aide Case Management programs in securing assistance and services for their client. AAA strongly encourages providers to refer clients to existing case management programs currently funded through Older American Act contracts. Information on services available in Alameda County may be obtained by calling 800-510-2020.**

1. We operate non-emergency transportation services across CA. Does this bid have transportation as a service to bid on?
	1. **Yes, transportation services are an included service under this RFQ and can be found on Page 6, Section E (SPECIFICATIONS), Item 2 within the RFQ.**
2. Will case management services be part of this RFQ?
	1. **Case Management services are not list ed in this RFQ. However, the included service categories will aide Case Management programs in securing assistance and services for their client. AAA strongly encourages providers to refer clients to existing case management programs currently funded through Older American Act contracts. Information on services available in Alameda County may be obtained by calling 800-510-2020.**
3. Will the County accept a program with a fiscal agent or do the bid need to be submitted directly by the sponsor?
	1. **The bid should be submitted by the sponsor. The fiscal agent may be listed as a subcontractor within the bid proposal.**
4. We are also re-tooling our original planning curriculum to be addressed remotely.  We are testing two models:  One model is where we initially have shorter social calls and if the participant is interested, we schedule them for a few hour-long planning calls in addition to the social calls.  The other format is where we embed the planning conversations (e.g.: Do you have advanced directives? Will you be able to afford your home in 5 years?  Do you have grab bars?  What challenges will known medical conditions pose to your independence?) directly into the social calls.

In terms of your fee-for-service payment format, would social calls be reimbursable (for a single 20 minute increment) if they were embedded in 1 hour long calls and included planning (e.g.: the other 40 minutes would not be billed to you)?  Or would the social calls and planning discussion need to be held separately?  If possible, we would like to continue testing both options?

* 1. **Telephone Reassurance calls and Management/Planning calls are generally performed by different personnel. Telephone Reassurance calls may be carried out by trained volunteers under the supervision and management of agency staff. Management/planning activities, such as conducting face-to-face assessment interviews and matching and ensuring compatibility of eligible individuals with Friendly Visitor Volunteers, are expected to be performed by agency staff such as a Project Manager or Coordinator and shall not be designated to a volunteer. The 20 minute call would be reimbursable and reported as one contact if the call is conducted by program staff such as a Project Manager or Coordinator and not by a volunteer.**
1. If bidding is open on this until funds are committed.  Are there any key dates that bidders should know about?
	1. **At this time, there are no key dates. Any changes to the calendar of events will be published in an addendum.**
2. It is mentioned that we need to enter the information at the Small Local Emerging Business (SLEB) Information Sheet. Could the County please direct bidders to the right place to do that? Do bidders need to create a sheet? If so, what information should bidders put on it, and where would be the right place to put it in the response?
	1. **The SLEB requirement for this RFQ has been waived. Bidders are not required to complete or create a SLEB Information Sheet.**
3. The RFQ does not have a time period for which funding can be used.  Is there a timeline for deliverables?
	1. **All funding must be spent by the Contracting Agency by September 30,2021. In addition, contractors will be required to submit monthly financial data in addition to submitting service delivery data on a weekly basis.**
4. Under the Family Caregiver Support Program (FCSP) Supporting Services section, there is no mention of FCSP Case Management as allowable service for this RFQ, but the provision does mention case management as part of the supporting services for family caregivers. Are bidders allowed to submit a proposal with FCSP Case Management services for this RFQ?
	1. **No, case management services are not listed under FCSP in this RFQ. However, the included service categories will aide Case Management programs in securing assistance and services for their client. AAA strongly encourages providers to refer clients to existing case management programs currently funded through Older American Act contracts. Information on services available in Alameda County may be obtained by calling 800-510-2020.**
5. If a bid had already submitted the RFQ bid through the portal. Given the information provided on the bidder's conference, does a bidder need to resubmit it on August 20th when it is opened up? Is a bidder able to edit the submitted proposal before the 20th?
	1. **Bidders who have already submitted a bid prior to the bidder’s conference are permitted to re-submit a bid if there are changes to their proposal.**
6. Exhibits B and E-1 have signature lines but they do not have the signature icon indicated in the instructions as pages that need to be signed and submitted. Is it correct that these are for reference and do not need to be submitted with the proposal?
	1. **Yes, these exhibits are for reference only. They will need to be signed at the time of contract execution.**
7. Can bidders apply for multiple funding? If yes, what is the guideline for submission, i.e., a separate response package for each application or a combined application for multiple bids?
	1. **Bidders are permitted to apply for multiple funding. Please submit one bid per service category.**
8. What is the contract period (March 2020 to September 2021)?
	1. **The anticipated contract term is from August 2020 to September 2021.**
9. What counts for 1 activity/unit? Will these activities meet the minimum 9 information services activities?

6 radio campaigns (3 min interviews) to share Chinese caregiving app, 2 online Chinese language, newspaper ads to share Chinese caregiving app, 2 Chinese language online webinars on how to use app, FB and WeChat post of Chinese, language app.

* 1. **AAA will review proposals upon receipt. This may be acceptable, however, more details are needed. Virtual services in lieu of in person services will be considered.**
1. We are developing a Chinese caregiving mobile app for family members caring for an elder with dementia. The app will have information, resources and mental health support in Chinese language for Alameda County. The app is a new digital technology that we hope will provide more efficient support to caregivers than traditional pamphlets, newsletters. In particular, individuals will be able to download the app and access info categorized by zip code. This is a $230K project supported by Alameda county Behavioral Healthcare Services Innovations.

This app requires public information services to educate the caregivers on how to access and use the app. We presume that our Public Information Services proposal to be focused on increasing community awareness and education on how to access and use the app. Is that acceptable?

* 1. **It may be considered, however, additional information may be needed.**
1. The RFQ mentions one of the allowable activities is "maintaining electronic information systems." Would building the resource database count for this?
	1. **It may be considered, however, additional information may be needed.**
2. The RFQ states “Meals will be prepared and delivered daily, Monday through Friday, or other days as mutually agreed upon with AAA.” What are the types of agreements available?
	1. **In some circumstances meals may be delivered frozen with less frequency. In this circumstance all food safety measures must be met.**
3. Is the requirement 5 times a week or 7 times a week? The RFQ states Monday through Friday but also mentions frozen weekend meals?
	1. **Weekends meals may only apply to clients that meet the high-risk criteria. The specific number of delivery days per week depends on the individual nutrition program’s method of delivery. The nutrition program will determine how and when the meals are delivered.**
4. We will utilize a caterer that provided meals for congregate meal services for our firm in the past. How much detail does the County want us to provide for this caterer?
	1. **Please refer to the RFQ for details, contractors will need to meet the listed requirements.**
5. We understand the standards stated in *Alameda County Area Agency on Aging Policies and Procedures* *Title IIIC Programs.* How much detail do you expect us to provide in the proposal, i.e., sample menu reflecting DRI standards, condition of caterer kitchen meeting HACCP compliance, logistics of delivery and food temperature etc.?
	1. **Please refer to the RFQ for details, contractors will need to meet the listed requirements and demonstrate that the requirements are met.**
6. As part of the Brown Bag Program, can vendors buy the food to provide as oppose to surplus (donated) food?
	1. **Yes.**
7. Within the RFQ, vendors wanting to participate in the Brown Bag Program must comply by the AAA Nutrition Policy and Procedure Manual. To what extent are bidders required to comply with the AAA Nutrition Policy and Procedure Manual? Do bidders need to have a dietician on staff and a site visit with all clients?
	1. **Contractor only needs to follow safety and sanitation requirements, and a dietician is not required.**
8. What is the decision making process (vendor selection; funding allocation and units of service; consideration of geography and socio-economic disparities; recognition of waiting lists and other information that conveys level of need)?
	1. **AAA will make every effort to use the CARES funding to address issues faced by Older Adults during COVID-19.  The CBOs that are currently contracted by AAA have provided some guidance on the needs of older adults in their service area.  In addition, AAA will utilize data previously collected in our 2018-2022 RFP and if necessary will do additional polling and surveys to determine needs.**
9. When/how contracts will be awarded?
	1. **Contracts will be awarded on a flow basis as services are needed.**
10. What is the duration of resulting contracts (i.e., through 20/21 fiscal year)?
	1. **AAA 2020-2021 contracts for older adult services are separate contracts and are not a part of this RFQ.**
11. What is the commitment of resulting contracts (i.e., month-to-month or fixed # of units per month for 12 months)?
	1. **AAA 2020-2021 contracts for older adult services are separate contracts and are not a part of this RFQ.**
12. How will SSA ensure the necessary balance of supportive services with meal/food services (older adults with multiple complex issues, food is necessary but not adequate)?
	1. **AAA will continue to work with our community partners  to address and assess supportive service needs that are not related to nutrition and that are not addressed in the current ’20-’21 contracts.**
13. How will non-contractors be vetted and current contractors recognized?
	1. **AAA will review all bids and will render a decision to engage a contractor for services based on need in the service area and the contractor ability to meet that need.**
14. What is the nature of resulting contracts (annual units and funding set? or something different?)?
	1. **More information is needed to answer this question.**

The following participants attended the Bidders Conference:

|  | **Company Name / Address** | **Representative** | **Contact Information** |
| --- | --- | --- | --- |
|  | **Family Bridges****168 11th St.****Oakland, CA 94607** | **Ming Leung** | Phone: **510-839-2022** |
| E-Mail: **mingl@familybridges.org** |
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| Subcontractor: **Yes** |
| Certified SLEB: **Yes** |
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|  | **Open Heart Kitchen****1141 Catalina Dr. #137****Livermore, CA 94550** | **Taylor Hoover-Hart** | Phone: 925-580-1616 |
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| Certified SLEB: **Yes** |
|  | **SOS Meals on Wheels****2235 Polvorosa Ave. Ste 260****San Leandro, CA 94577** | **Daniel Ashbrook** | Phone: **510-470-7834** |
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