COUNTY OF ALAMEDA

Questions & Answers

to

RFQ No. 901974

### for

Medi-Cal and CalFresh Outreach, Enrollment and Renewal Assistance Vendor Pool

**Networking/Bidders Conference Held on January 25, 2021**

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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. Will each vendor be assigned a social worker to process the applications?
   1. **No. Applications submitted by vendors will be processed like other applications. A specific Eligibility Services Technician will not be assigned to vendors.**
2. What is the start and end date of the program?
   1. **The anticipated contract start date is April 7, 2021 and the anticipated end date is March 31, 2022.**
3. The RFQ bid form states that bidders need to indicate how many total applications the bidder intends on completing for Medi-Cal applications. Do the bidders also need to indicate how many total applications will be completed for CalFresh?
   1. **Yes. Vendors will need to indicate the total number of CalFresh applications and renewals they intend to complete.**
4. If contractors are not able to meet the completed applications/budget numbers, do the contractors have to give funding back? Will it be an invoice or lump sum?
   1. **Invoicing will be done on a monthy basis and is not a lump sum.**
5. Are contractors able to help clients apply for Supplemental Security Income (SSI) and Social Security Disability Income (SSDI)?
   1. **Contractors can offer other services such as assistance with SSI or SSDI along with assisting with Medi-Cal and CalFresh applications or renewals. However, SSI and SSDI application assistance is outside of the scope of work for this RFQ and vendors will only be reimbursed for the Medi-Cal and CalFresh application and renewal assistance.**
6. Is there a minimum number of Medi-Cal and CalFresh applications required in the proposal to be considered eligible for this contract?
   1. **There is no minimum number of applications required to be considered eligible for this contract.**
7. Regarding the implementation plan, can the County elaborate on what this entails?
   1. **Vendors conduct outreach and assist individuals with Medi-Cal and/or CalFresh applications and/or renewals. This information is provided to the Social Services Agency (SSA) for validation. Vendors will also provide other deliverables such as quarterly reports and satisfaction survey data (See deliverables, page 9 of the RFQ, Section E for more detailed information) Vendors will also attend monthly meetings and check in calls as well as training for Medi-Cal and CalFresh.**
8. Will the County be able to provide a list of names of clients whose renewals are due per zip code?
   1. **The County will not provide this information. One of the specific requirements of this RFQ is that vendors must have the capacity to conduct outreacth or utilize their relationships and data from existing clients to assist with applications and renewals.**

1. How many vendors are eligible to get awarded on this contract, or is it just one who will be awarded?
   1. **The contract will be awarded to a pool of vendors. There is no minimum or maximum number of vendors that the contract will be awarded to.**
2. Will there be assistance with (free) phones and or P.O. boxes?
   1. **No. This is beyond the scope of this project.**
3. Will bidders be required to use the MyBenefits CalWin (BCW) system?
   1. **Yes. Vendors will be required to submit applications through MyBenefits CalWIN (BCW) application assister accounts which will be set up once contracts are signed.**
4. What kind of reporting is required if awarded this contract?
   1. **Please refer to page 9 of the RFQ, Section E (DELIVERABLES / REPORTS).**
5. Is there a person that can assist with getting individual logs in for BCW or more training on how to track reports in MyBenefits?
   1. **There are user guides available which can be shared with vendors once contracts are signed.**
6. Will there be any forms that will require signatures from the clients?
   1. **Yes. Several forms may require signatures from clients. This includes the application and renewal forms among others.**
7. Are contractors able to complete renewals under BCW by completing the paperwork and uploading to the portal?
   1. **Yes. Renewals are submitted through BCW by scanning physical renewal packets and uploading them as attachments.**
8. Who will be providing renewal packets?
   1. **The County (SSA) sends renewal packets to Medi-Cal beneficiaries approximately 75-80 days prior to their renewal month and to CalFresh beneficiaries the month before their renewal month. Clients are also able to request for renewal packets over the phone or at one of SSA’s offices.**
9. If a contractor is already contracted under RFQ 901863, would they be eligible to apply for RFQ 901974?
   1. **No. Contractors that are already contracted under RFQ 901863 are not eligible to apply for RFQ 901974. Contractors that already have a contract for RFQ 901863 do not need to apply for RFQ 901974 as the scopes of these RFQ’s are the same. The purpose of RFQ 901974 is to expand the vendor pool that was awarded for RFQ 901863.**