COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902018

### for

Foster Parent Advice Line

**Networking/Bidders Conference Held on October 13, 2021**

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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** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.**  |

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Thank you for your participation and interest in the County of Alameda.

All the questions are direct copy and paste from written questions emailed by Bidders. In the answers of these questions, the County of Alameda shall be noted as “County”. The Questions and Answers are the final stance of the County. Please consider this document in preparation of your bid response.

**Questions and Answers:**

1. Whether companies from Outside USA can apply for this? (like,from India or Canada)?
	1. **Yes. Companies from outside the USA can bid on this RFP as long as they meet the Bidder Qualifications listed on page 10 of the RFP, meet the Specific Requirements listed on pages 10-15 of the RFP, meet the Deliverables/Reports on page 16 of the RFP, and all other requirements of the RFP.**
2. Whether we need to come over there for meetings?
	1. **Currently, the County is in alignment with COVID-19 precautions, all meetings will be virtual until further notice.**
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)?
	1. **Please see A1.**
4. Can we submit the proposals via email?
	1. **No. Bid responses must be submitted online through Alameda County EZSourcing Supplier Portal mentioned in the RFP. Here is the link:** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/psc/SS/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL)
5. Which department will this contract report to?
	1. **The County of Alameda Social Services Agency, Department of Children and Family Services (DCFS).**
6. C) "experience in de-escalation, conflict resolution telephone response specifically for *children or youth* impacted by trauma” Q:  Is the knowledge supposed to be focused on parents or children/youth?
	1. **A focus on parenting skill building, this should focus on the caller needs/perspective as a caregiver.**
7. Pg 13 c: The County shall determine eligibility for all participants referred to the contractor for service – what does that mean? Can any parent call without County involvement?
	1. **Yes. There may be parents/caregivers that are referred from the County whom can benefit from this service.**
8. Budget: Is there an indirect cost % max?
	1. **Please see Addendum No.1.**
9. Description of Proposed Services: #3 “interface with County’s databases? Can you clarify which types of databases and interface platforms?
	1. **Please see Addendum No.1.**
10. Methodology: What is max length of this sections?  A. Does that include the training section? B. Routing calls to County – are there specific expectations of which types of calls would get routed to the County? Which departments?
	1. **There is no page limit for this section. There is no determination/expectations as to which types of call would get routed to the County; just calls that need escalation to child abuse/neglect intervention.**
11. Work Plan - does this have a max page length? A. Should this be in the form of a table?
	1. **The Work Plan does not have a maximum page limit. The Work Plan may be in the form of the table but, it is not a requirement for it to be a table.**
12. Could the County please provide additional information regarding how the Foster Parent Advice Line is intended to differ from (or overlap with) the statewide Family Urgent Response System hotline?
	1. **The Family Urgent Response System (FURS) is a totally different program and service strategy. If the call warrants immediate home visit, Contractor is expected to contact the County for service coordination.**
13. What font/font size is required? RFP is in Calibri 13, is that what we should be using?
	1. **There is no required font size.**
14. In the Evaluation Criteria section: b. Project Approach states "bidder also demonstrates utilization of *state regulations pertaining to hotline* and requirements…”

Can you specify which state regulations you are referring to? We am not able to locate anything that is specific to hotlines.

* 1. **Please see Addendum No. 1.**
1. E. Qualifications and Experience: "bidder will be evaluated by a demonstrated history of providing *supervised visitation and therapeutic counseling…”*

There is no reference in the RFP that mentions these 2 activities. Can you please clarify if this is an accurate requirement?

* 1. **Please see Addendum No. 1.**
1. On page 16 of the RFP: Deliverables/Reports

#3 - "The Contractor should understand that **the following performance standards** will be used by the ACSSA to measure the success of this contract and assure the quality of the service delivery.”

There are no performance standards that follow this statement. Can you clarify what the performance standards are?

* 1. **Please see Addendum No. 1.**

VENDOR BID LIST

 RFP No. 902018 – Foster Parent Advice Line

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](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/).

This Q&A is being issued to all vendors on the Vendor Bid List; the following revised vendor bid list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

| **902018 Foster Parent Advice Line** |
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| **Business Name** | **Contact Name** | **Contact Phone** | **Address** | **City** | **St** | **Email** |
|   @LINK Communications | Sara Chan | ( 925 ) 426-0703 | 4512 Mirador Dr | Pleasanton | CA | rschan2000@yahoo.com |
| Bonita House | Dana Cook |   | 6333 Telegraph Street | Oakland | CA | danac@bonitahouse.org |
| Crisis Support Services of Alameda County | Narges Zohoury Dillon | (510)768-3100 | 433 Jefferson Street | Oakland | CA | mpeterson@cceb.org |
|   CallSocket | Malisa Montgomery | ( 510 ) 625-1620 | 409 13th st. | Oakland | CA | malisa.montgomery@callsocket.com |
|   CDX Wireless Inc | Robert Simmons | ( 925 ) 218-4213 | 4435 Shearwater Court | Pleasanton | CA | bob.simmons@cdxwireless.com |
|   CNR Connect, Inc. | Nelson Martinez | ( 877 ) 301-3013 | 5424 Sunol Blvd., #10-264 | Pleasanton | CA | nmartinez@cnrconnect.net |
|   Dahlia Moodie & Associates | Dahlia Moodie | ( 510 ) 302-6653 | 70 Washington St, Ste 303 | Oakland | CA | dahlia@ecoptions.biz |
|   Darren Karal Technology Inc. | Karal Turbes | ( 925 ) 829-6001 | 8142 Peppertree | Dublin | CA | kturbes@dk-technology.com |
|   Direct Line TeleResponse | Ken Goldenberg | ( 510 ) 843-3900 | 2847 Shattuck Ave | Berkeley | CA | keng@directlineanswers.com |
|   Direct Line TeleResponse | Ken Goldenberg | ( 510 ) 843-3900 | 2847 Shattuck Ave | Berkeley | CA | keng@directlineanswers.com |
|   E-3 Systems | Kofi A. Tawiah | ( 510 ) 487-7393 | 1220 Whipple Road | Union City | CA | kofi@e3systems.com |
| East Bay Agency for Children | Josh Leonard | (510) 268-3770 ext. 1110 | 2828 Ford Street | Oakland | CA | Josh.Leonard@ebac.org |
|   Edward Price Co. | Cliff Price | ( 510 ) 204-0604 | 1711 B Martin Luther King Jr. Way | Berkeley | CA | cliff@eprice.com |
|   Executive Phone Svc | David Garges | ( 510 ) 471-9000 | 32727 Mission Blvd | Hayward | CA | panadbs@juno.com |
|   Feeney Wireless California | Ethan Ralston | ( 888 ) 683-4818 | 2603 Union St | Oakland | CA | eralston@feeneywireless.com |
| Family Paths | Barbra Silver | (510) 893-9230 | 1727 MLK Jr. Way Suite 109 | Oakland | CA | bsilver@familypaths.org |
| Family Paths | Erica Hilton |   | 1727 MLK Jr. Way Suite 109 | Oakland | CA | ehilton@familypaths.org |
| Family Support Services  | Cheryl Smith |   | 303 Hegenberger Rd, Ste. 400 | Oakland | CA | csmith@fssba.org |
| Fred Finch | Susan Marshland | (510) 482-2244 Ext. 5200 | 3800 Coolidge Ave, | Oakland | CA | susannam@fredfinch.org |
|   Gifts 4 One and All | Steve Thornton | ( 510 ) 265-1638 | 30042 Mission Blvd 121-332 | Hayward | CA | thornton99@att.net |
|   InstaLAN Systems | Michael Rivera | ( 510 ) 440-1010 | 4630 Kane Ct | Fremont | CA | sales@instalansystems.com |
|   Integrity By Design, Inc. | Donald J. Landers III | ( 510 ) 521-9523 | 1918 Pacific Avenue | Alameda | CA | don.landers@integritybydesign.com |
|   Intera Group Inc. | Kevan Horton | ( 925 ) 600-2126 | 6920 Koll Center Parkway Suite 211 | Pleasanton | CA | khorton@interainc.com |
|   International Data Solutions | Keith Weitzen | ( 510 ) 337-0995 | 2363 Mariner Square Drive, Suite 155 | Alameda | CA | Keith@InternationalData.com |
| Kids First |   | (916) 774-6802 | 124 Main Street | Roseville | CA | kidsfirst@kidsfirstnow.org |
| Lincoln Children Center | Allison Becwar | (510) 273-4700 | 1266 – 14th street | Oakland | CA | allisonbecwar@lincolnfamilies.org |
|   Lanlogic Inc | Wilma Smith | ( 925 ) 273-2307 | 248 Rickenbacker Circle | Livermore | CA | wilma@lanlogic.com |
|   Lee Communications Inc. | Rosemarie Lee | ( 925 ) 846-3300 | 1241 Quarry Ln # 105 | Pleasanton | CA | rml@lee-com.com |
|   Lloyd F. McKinney Associates, Inc. | Sherri Stanley | ( 510 ) 783-8043 | 25350 Cypress Avemue | Hayward | CA | sherri.stanley@mckinneyassoc.com |
|   MTI Group | Amir Awan | ( 510 ) 440-1200 | 4516 Enterprise Street | Fremont | CA | amir@mtigroupcorp.com |
|   Netcom Technologies, Inc. | Leesza Anderson | ( 510 ) 782-8400 | 28306 Industrial Blvd., Suite N | Hayward | CA | Leesza@netcomtechnologies.net |
|   Polk Communications | John Polk | ( 510 ) 835-1445 | 1626 Martin Luther King Jr. Way | Oakland | CA | jpolk@polkcomm.com |
|   Purple Lynx Inc | Karen Auguste | ( 510 ) 251-8800 | 300 Frank Ogawa Plaza, #175 | Oakland | CA | karen@purplelynx.com |
|   SBC Inc. Care of Rhonda Lutz | Rhonda Lutz | ( 925 ) 823-1714 | 2150 Webster | Oakland | CA | rhonda.lutz@sbc.com |
|   Selectacare Limited | Idrish Vohra | ( 510 ) 264-0200 | 26046 Eden Landing Rd. Suite 3 | Hayward | CA | selectacare@hotmail.com |
|   Solo Communications | Sheila Solo | ( 818 ) 667-3301 | 1220 Georgetown ave | San Leandro | CA | ssolocommunications@yahoo.com |
|   Star Microwave Service Corporation | Luz Beas | ( 510 ) 498-7900 | 41458 Christy Street | Fremont | CA | mbeas@starmicrowave.com |
|   STS International Inc. | Kishore Jha | ( 925 ) 479-7800 | 5601 Arnold Road, Suite 102 | Dublin | CA | kjha@stsii.net |
| Safe and Sound Organization | Katie Albright | (415) 668-0494 | 1757 Waller Street | San Francisco | CA | info@safeandsound.org; Molly.Jardiniano@safeandsound.org; Katie.Albright@safeandsound.org |
| Seven Outsource | Christina Miller | 315-308-7852 |   |   |   | christina@sevenoutsource.com |
| Seneca Family of Agencies | Emily Allison | 415-265-1997 | 8945 Golf Links Road | Oakland | CA | emily\_allison@senecacenter.org |
|   T&D Communications | Cameron Hong | ( 510 ) 418-4411 | 44830 Osgood Road | Fremont | CA | cameron.hong@att.net |
|   Team One Solutions Inc | Jeff Bell | ( 866 ) 832-6663 | 14729 Catalina Street | San Leandro | CA | jbell@teamonesolutions.com |
|   Tri Star Communications | Al Lopez | ( 510 ) 537-8420 | 22336 Meekland Ave, Unit D | Hayward | CA | alopez@3starcom.com |
|   Unified Tel-Data | Lyhn Haller | ( 925 ) 225-0353 | 7901 Stoneridge Dr., #502 | Pleasanton | CA | lhaller@utdi.com |
|   Vicomptel USA Inc | Chi Wang | ( 510 ) 252-9688 | 48521 Warm Springs Blvd, Suite 314 | Fremont | CA | chi@vicomptelusa.com |
|   WeCare Wireless Networks, Inc. | Ray Fasnacht | ( 925 ) 449-4272 | 2311 Rock Point | Livermore | CA | rfasnacht@wecare.net |
| West Coast Children’s Clinic | Stacy Katz | (510) 269-9030 | 3301 E. 12th Street, Suite 259 | Oakland | CA | Skatz@westcoastcc.org |
|   Z Venture Capital Frontiers | Karim Zaman | ( 323 ) 730-1617 | 14472 Wicks Blvd. | San Leandro | CA | karim@thezamangroup.com |