**RFPQ QA TEMPLATE**

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COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. FCSP-2022

### for

­­FAMILY CAREGIVER SUPPORT PROGRAMS

under

TITLE IIIE, OLDER AMERICANS ACT, as amended in 2020

**MELLO-GRANLUND OLDER CALIFORNIANS ACT of 1996**

**Networking/Bidders Conference Held 1/19/2022 and 1/20/2022**

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| **This County of Alameda, Social Services Agency (SSA) RFP No. FCSP-2022 Questions & Answers (Q&A) will 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/)[<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. Must bid responses be submitted in person?
	1. **All bids, whether delivered by an employee of the Bidder, U.S. Postal Service, courier, or package delivery service, must be received at 6955 Foothill Blvd Suite 143 (1st floor lobby), Oakland, CA 94605. On Friday, February 18, 2022, a Bid Reception Desk will be open between 8:30 a.m. – 2:00 p.m. Bids Responses will be accepted uptil 2:00pm.**
2. If we are planning to service 4 service categories, such as Information, Access, Support, and Respite do you want an Exhibit B combined budget or a budget for each service?
	1. **Bidders must submit a combined Exhibit B Budget for the complete FCSP proposal in addition to submitting individual Exhibit B Budgets for each service category.**
3. When will the AAA consider increasing the reimbursement rate for the units of service?
	1. **The reimbursement rates are reviewed for consideration of increase at each RFP cycle.**
4. Can you expand on the definition of each service category?
	1. **Service Category specifications are included in RFP No. FCSP-2022 Section C. Scope.**
5. Where are prior winning bids available for review?
	1. **Please email a request to** **aaarfp@acgov.org****.**
6. How did you evaluate certifications such as minority owned certification or economically disadvantaged women owned businesses? How is that factored into the decision making process?
	1. **These elements are not considered for the RFP No. FCSP-2022 procurement. The Small, Local and Emerging Business (SLEB) requirements do not apply for this federal funding.**
7. What specific skills, certifications, and experience is required for the support service?
	1. **Bidders are required to report the skills and certifications of individual program staff in the Bid Response. Succussful bidders are required to have been regularly and continuously engaged in the business of providing supportive services to older adults for at least four years.**
8. Can we can get a list of the forms we need to complete when bidding for multiple service categories?
	1. **RFP No. FCSP-2022 is revised to include Exhibit G BID RESPONSE SERVICE CATEGORY DETAIL for use when bidding for multiple service categories.**
9. Is the intent to fund contracts in each of the service categories in every geographic area?
	1. **Separate contracts are expected to be awarded in each of the service categories and in each geographic area of the county based on the actual funding available and bid responses received.**
10. Where should the Bid Response Table of Contents be located?
	1. **The Bid Response Table of Contents should be placed behind the Bid Response Packet Cover Page.**
11. Are Section Tabs required for the original Bid Packet only?
	1. **Section Tabs are required for both Bid Response originals and copies.**
12. We have a current program that runs 4 groups of 10 sessions each with maximum of 10 persons per session over multiple Support service categories. Do you consider each person in a session as a "contact" for each session within each separate category of the Support Services?
	1. **Yes. Support Services are Registered Services requiring client-level reporting. Each of the 10 Support Group attendees would receive 1 hour of service through the 1 hour session. This service would be reported by the Contractor as 1 individual hour for each individual contact (attendee) and would also register as 10 Support Group hours.**
13. How are you calculating the minimum of 500 contacts and the total service unit per person per group within each separate category of service?
	1. **500 contacts are the minimum standard only in relation to $20,000 of funding, as the reimbursement rate is $40 per contact. For a funding amount of $5,000, the minimum standard is 125 contacts.**
14. For INFORMATION SERVICES: Public Information on Caregiving: Are radio commercials or community education about KCCEB's WeCare app (which has a list of caregiver resources in Chinese language) allowable activity? In the past it was not counted by AAA. This app is specifically designed for Chinese family caregivers of elders with dementia.
	1. **Radio commercials or community education of the app as a Family Caregiver resource would not be specifically prohibited. Training sessions (webinar or in-person) for education on the actual use of the app would not be considered for funding under Information Services. Caregiver Training might be a better consideration for that type of activity.**
15. Would 20 people in a support group with 5 sessions=100 contacts (20x5)?
	1. **Yes, the calculation part is correct. As for the example details, Support Groups should be between 3 and 12 members. So a group of 20 should be split into 2 separate support groups.**
16. How does service unit relate to contact? If the funding is $20,000 for 500 contacts, why do we also need to know service unit? Does this mean that 1 contact must be served at least 1 unit (1 hr?) Do we need to also put how many hours of service for each contact?
	1. **Support Services are Registered Services requiring client-level reporting. Each of the 500 Support Service consumers would receive 1 hour of service through the 1 hour Support Service session. This Support Service would be reported by the Contractor as 1 individual hour for each of the 500 individual consumers (contacts) and would also register as 500 total Support Service hours.**
17. Can INFORMATION SERVICES and SUPPORT SERVICES be in-person, online or phone services? Or must they all be in-person?
	1. **The following Vitual Access Requirement is an inclusion in RFP No. FCSP-2022 and applies to all Programs, Service Categories, and Services:**

**I. D. SPECIFIC REQUIREMENTS**

**1. Virtual Access to Services: In response to the Covid-19 Pandemic, virtual service access, hours, format, and/or delivery may be observed, allowing service provision via an online platform such as Zoom or Microsoft Teams.**