**RFPQ QA TEMPLATE**

QC: DOC REV. DATE 9/2/21

COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. SSS-2022

### for

Ombudsman and CalFresh

under

TITLE IIIB/VIIb, OLDER AMERICANS ACT, as amended in 2020

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

**Networking/Bidders Conference Held 4/12/2022 and 4/13/2022**

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| **This County of Alameda, Social Services Agency (SSA) RFP No. SSS-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. What is considered a "service unit" for CalFresh"  Is outreach part of a "service unit" or only the items in "m" on page 6 of the RFP?
   1. **This contract is for outreach and enrollment assistance services. The service units are described in RFP SSS-2022 Section I. C. 1. m.1 and m.2 on page 6.**
2. Is outreach a contact? Is the $16 only for m(1), m(2), m(3) on page 6?
   1. **Outreach alone is not a service unit contact. Unless an application is submitted for a person it is not considered as service unit.**
3. Are there computer encryption requirements for CalFresh? If yes, which encryption method?
   1. **In compliance with State of California Information Management requirements, all programs are required to use 128-Bit encryption for data collected under this Agreement that is confidential, sensitive, and/or personal identifying information herein referred to as Personal Sensitive and Confidential Information (PSCI) including data stored on all computing devices (including but not limited to, workstations, servers, laptops, personal digital assistants, notebook computers and backup media) and/or portable electronic storage media (including but not limited to, discs, thumb/flash drives, portable hard drives, and backup media) All programs must have procedures to protect the confidentiality and privacy of information about, or obtained from, participants or consumers as stated in RFP SSS-2022 Section I. Item D. #8 on page 11.**
4. Is there a minimum of service units we need to complete each month?
   1. **The minimum service level is determined by the funding amount. Monthly targets are included in the contract Exhibit A. Contracts are reviewed/monitored quarterly, so there would not necessarily be monthly feedback.**
5. Does application assistance activities include CalFresh renewals? Or is it only for new applications?
   1. **It is for new applications.**
6. Just to confirm. Questions are due by 4/13 at 5pm.  (In contrast, Page 14 of RFP says the 14th?
   1. **Questions are due 4/13/2022 at 5pm. We will post a revision of page 14 in the Addindum of the RFP.**
7. Is “outreach” considered a contact for CalFresh? For instance, our agency conducts outreach to person A. However, person A does not proceed with a CalFresh application. Will the $16.00 per service unit apply for the outreach activity?
   1. **Unless an application is submitted for person A it is not considered as service unit. Outreach alone is not a service unit contact.**
8. Per Page 6 section “m” what is contact? Are m-1, m-2 & m-3 each separate contact if it is the same client or only if it is m-3 unduplicated clients?
   1. **Activities described in RFP SSS-2022 Section I. C. 1. m.1 amd m.2 on page 6 must be conducted for each CalFresh eligible individual. Therefore, when m.1 progresses to m.2 (application submitted) it is considered a service unit contact and will be counted as one service unit.**
9. For CalFresh, is there a maximum or minimum number of “service units” that must be met in a bid? I understand the bid cannot be more than $104,263 and that, if awarded, there would be further negotiations for the final contract.
   1. **There is a minimum service unit requirement, but there is no maximum service unit requirement. There will not be further negotiation for the reimbursement above the contracted amount.**
10. For “j” on RFP pages 4-5 are all these activities to be part of the $16.00 per service unit or to be budgeted in addition to the $16.00 per service units?
    1. **These are included in the $16.00.**
11. Page 10 of the RFP, if the payment is structured in a reimbursement arrangement, how do we calculate the required 10% match ? Do it monthly when submitting monthly invoicing?
    1. **The 10% match needs to be budgeted on the contract and you allocate it as part of the monthly invoices and by the end of the contract your agency should have contributed atleast 10% match.**