**\*\*IMPORTANT NOTICE\*\***

1. The format of this RFQ has been simplified.
2. Please read **EXHIBIT A – Bid Response Packet** carefully; **INCOMPLETE BID RESPONSES MAY BE REJECTED.**
3. Alameda County will not accept submissions or documentation after the bid response due date.
4. The following pages require signatures:
5. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#_BIDDER_INFORMATION)
6. Exhibit A – Bid Response Packets [Debarment and Suspension Certification](#_DEBARMENT_AND_SUSPENSION)
7. Exhibit A – Bid Response Packet, [Small Local Emerging Business (SLEB) Information Sheet](#_SMALL_LOCAL_EMERGING)
   * 1. [Must be signed by Bidder](#Prime_Bidder_Signature)
     2. [Must be signed by SLEB Partner](#SLEB_Contractor_Principal_Signature) if subcontracting to a SLEB

COUNTY OF ALAMEDA

HEALTH CARE SERVICES AGENCY

REQUEST FOR QUOTATION No. 900323

**for**

Subject Matter Expert (SME) Pool

|  |  |
| --- | --- |
| **Bidders Conference #1: September 8 2022, 2:00 pm (PST)**  Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTM3OWRkMGUtMzQ1MS00NzYzLWFmYmUtOThkYmU3ZDkyMzE3%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  Meeting ID: 266 043 127 29  Passcode: kVLurZ  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [+1 415-915-3950,,972150913#](tel:+14159153950,,972150913# )   United States, San Francisco  [(888) 715-8170,,972150913#](tel:8887158170,,972150913# )   United States (Toll-free)  Phone Conference ID: 972 150 913#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=972150913) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing)  [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=e767e265-de57-4b88-ad88-ba73d75943b2&tenantId=32fdff2c-f86e-4ba3-a47d-6a44a7f45a64&threadId=19_meeting_YTM3OWRkMGUtMzQ1MS00NzYzLWFmYmUtOThkYmU3ZDkyMzE3@thread.v2&messageId=0&language=en-US) | **Bidders Conference #2: September 9, 2022, 10:00 am (PST)**  Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2JlMDBjMmQtMGE1Mi00YTdjLTgzNzItOGM3ZGYzMTQ2MzI2%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  Meeting ID: 228 826 759 087  Passcode: 5ToFRN  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [+1 415-915-3950,,271715179#](tel:+14159153950,,271715179# )   United States, San Francisco  [(888) 715-8170,,271715179#](tel:8887158170,,271715179# )   United States (Toll-free)  Phone Conference ID: 271 715 179#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=271715179) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing)  [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=e767e265-de57-4b88-ad88-ba73d75943b2&tenantId=32fdff2c-f86e-4ba3-a47d-6a44a7f45a64&threadId=19_meeting_N2JlMDBjMmQtMGE1Mi00YTdjLTgzNzItOGM3ZGYzMTQ2MzI2@thread.v2&messageId=0&language=en-US) |
| Additional Information: Bidders Conferences are virtual and can be accessed by clicking on the meeting links provided above at the scheduled dates and times. | |
| **For complete information regarding this project, see** **Request for Quotation (RFQ) posted 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/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**]**  **or contact the County representative listed below.**  **Thank you for your interest!**  **Contact Person: Elif Lostuvali**  **Phone Number: (510) 667-3108**  **E-mail Address:** [**Elif.Lostuvali@acgov.org**](mailto:Elif.Lostuvali@acgov.org) | | |

**RESPONSE DUE**

By **2:00 p.m.**

On **October 3, 2022**

at

**Alameda County, Health Care Services Agency**

**1000 San Leandro Boulevard, Suite 300, San Leandro, CA 94577**

Description: Description: Description: branding.jpgAlameda County is committed to reducing environmental impacts across our entire supply chain.

Please print only what you need, print double-sided, and use recycled-content paper if printing this document.

# CALENDAR OF EVENTS

REQUEST FOR QUOTATION No. HCSA-900323

Subject Matter Expert (SME) Pool

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| Request Issued | August 30, 2022 |
| Networking/Bidders Conference No. 1 | **September 8, 2022, 2:00 p.m. (PST)**  Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTM3OWRkMGUtMzQ1MS00NzYzLWFmYmUtOThkYmU3ZDkyMzE3%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  Meeting ID: 266 043 127 29 Passcode: kVLurZ  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [+1 415-915-3950,,972150913#](tel:+14159153950,,972150913# )   United States, San Francisco  [(888) 715-8170,,972150913#](tel:8887158170,,972150913# )   United States (Toll-free)  Phone Conference ID: 972 150 913#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=972150913) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing)  [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=e767e265-de57-4b88-ad88-ba73d75943b2&tenantId=32fdff2c-f86e-4ba3-a47d-6a44a7f45a64&threadId=19_meeting_YTM3OWRkMGUtMzQ1MS00NzYzLWFmYmUtOThkYmU3ZDkyMzE3@thread.v2&messageId=0&language=en-US) |
| Networking/Bidders Conference No. 2 | **September 9, 2022, 10:00 a.m. (PST)**  Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2JlMDBjMmQtMGE1Mi00YTdjLTgzNzItOGM3ZGYzMTQ2MzI2%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  Meeting ID: 228 826 759 087 Passcode: 5ToFRN  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [+1 415-915-3950,,271715179#](tel:+14159153950,,271715179# )   United States, San Francisco  [(888) 715-8170,,271715179#](tel:8887158170,,271715179# )   United States (Toll-free)  Phone Conference ID: 271 715 179#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=271715179) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing)  [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=e767e265-de57-4b88-ad88-ba73d75943b2&tenantId=32fdff2c-f86e-4ba3-a47d-6a44a7f45a64&threadId=19_meeting_N2JlMDBjMmQtMGE1Mi00YTdjLTgzNzItOGM3ZGYzMTQ2MzI2@thread.v2&messageId=0&language=en-US) |
| **Written Questions Due**  [**Elif.Lostuvali@acgov.org**](mailto:Elif.Lostuvali@acgov.org) | September 9, 2022, by 5:00 p.m. |
| List of Attendees Issued | September 14, 2022 |
| Questions & Answers Issued | September 20, 2022 |
| Addendum Issued [only if necessary to amend RFQ] | September 20, 2022 |
| **Response Due**  **1000 San Leandro Blvd, Suite 300**  **San Leandro, CA 94577** | **October 3, 2022, by 2:00 p.m.** |
| Evaluation Period | October 3, 2022 – October 14, 2022 |
| Notice of Intent to Award Issued | October 14, 2022 |
| Board Consideration Award Date | November 22, 2022 |
| Contract Start Date | December 1, 2022 |

*NOTE: All dates are tentative and subject to change.*

COUNTY OF ALAMEDA

REQUEST FOR QUOTATION No. HCSA-900323

SPECIFICATIONS, TERMS & CONDITIONS

for

Subject Matter Expert (SME) Pool

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ATTACHMENTS

EXHIBIT A **BID RESPONSE PACKET**

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms and conditions to describe the subject matter expert (SME) consultation and related services as required by the Alameda County Health Care Services Agency (hereafter HCSA or the County). The County seeks to contract with SMEs that have experience providing services to Medi-Cal beneficiaries, Medi-Cal eligible individuals and/or vulnerable populations, or systems that support them, to provide consultative services, as needed, to the staff and stakeholders of HCSA. HCSA has an immediate need for SMEs to consult for its California Advancing and Innovating Medi-CAL (CalAIM) - Community Supports and Enhanced Care Management Project, described below, but may require services for other programs and departments throughout HCSA. These SMEs will act as resources, guides, coaches, technical assistors, and implementation partners for the planning and execution of a wide range of care coordination and other support services for HCSA and its partners.

The County intends to award up to 12-month contract(s) (with the option to renew up to 48 months) to a pool of pre-qualified Bidders whose response(s) meet the Bidder Qualifications as described in this RFQ.

## SCOPE

As a result of this RFQ, HCSA intends to establish a vendor pool of SMEs, an array of available consultants for care coordination support, including coaching, problem solving, technical assistance, etc. in any clinical, quality, operational, or other related area, as needed. Vendors in the pool will be selected to perform scopes of work by HCSA based on best fit including the specific services required, availability, type of expertise and cost.

Over a twelve (12) month period, the total estimated hours to be shared among all vendors in the pool will be 19,200 hours. The County does not guarantee any minimum or maximum dollar amount or any awarded scope of services under this RFQ and/or any resulting contract. The County neither warrants nor guarantees any minimum or maximum compensation to pre-qualified vendors.

* + 1. SME activities and related services may include, but are not limited to, the following:

1. **Individual Consultation Document Review:** SMEs may perform individual consultation to HCSA partner organizations on projects that include document review, review of policies and procedures, input to case notes, job descriptions, workflow analysis etc.;
2. **Organizational Meetings:** SMEs may be in the field or teleconference with HCSA partner organizations, and may attend HCSA and partner staff meetings and other key meetings to really understand the issues faced by HCSA partner organizations/providers;
3. **Research and Summaries of Best Practices:** SMEs may be asked to research specific topics related to their area of expertise, and/or look into best practices in the implementation of CalAIM Community Supports and Enhanced Care Management and related system supports internal and external to HCSA, and deliver a report or summary of findings;
4. **On-site Trainings and Related Presentations:** SMEs may conduct trainings and related presentations to HCSA, partner organizations or individuals. Training topics may include how to meet Medi-Cal Managed Care requirements, updates on new and changing CalAIM policies, provision of CalAIM-specific services, and others. Trainings and presentations will be tailored to HCSA staff and/or individual partner organization based on the organizational priorities and quality improvement discovery;
5. **Coaching/Technical Assistance:** SMEs may provide input and problem-solving advice in the field or via teleconference. Areas of focus will include problem solving, knowledge clarification, tangible workflows and/or improved processes, fiscal sustainability, and overall system improvements.
6. **Documenting Learnings or Best Practices**: As best practices emerge from the work being done in partnership with the County and/or participating organizations and for internal/external dissemination purposes, SMEs shall be required to document learnings or best practices around HCSA’s CalAIM efforts and related system improvements.
   * 1. Areas of expertise that may be needed for care coordination and other support services include:
        1. California Advancing and Innovating Medi-Cal (CalAIM) Community Supports and Enhanced Care Management
        2. Aging
        3. Asthma Remediation
        4. Behavioral Health
        5. Communications
        6. Crisis/Emergency Care
        7. Evaluation
        8. Grant Writing/Fund Development
        9. Hospitals
        10. Housing and/or Homelessness
        11. Integrated Service Design
        12. Medi-Cal and Medi-Cal Managed Care
        13. Operations, Billing, Authorizations, Claiming
        14. Primary Care
        15. Return on Investment/Sustainability of new programs
        16. Substance Use Disorder (SUD)/Serious Mental Illness (SMI)
        17. State Policy related to Managed Health Care, Behavioral Health, Homelessness, and/or SUD/SMI
        18. Training
        19. Other areas of expertise/support services that aid in care coordination and system improvement efforts.
     2. Community Health Worker (CHW) Benefit/Peer-to-Peer Advisors

As the State of California begins to implement a new Community Health Worker benefit, there will be added demand for CHW workforce capacity. Building the County’s CHW workforce capacity is also essential to the CalAIM goal of increasing positive health outcomes, including health equity, while reducing unit costs such as avoidable emergency room visits and hospitalizations. This consumer training program prepares peers for work as Community Health Workers, helping to meet this growing demand. In order to sustain this program, we require the services of subject matter experts who will provide training and support for the peers, and program design and improvement to meet the changing needs under CalAIM.

* + 1. HCSA Infrastructure Strengthening

Alignment across internal and external HCSA operations is integral to the success of CalAIM implementation. HCSA formally launched an agency-wide Alignment initiative that focuses on enterprise level cross-agency coordination, through various projects (e.g. policies and procedures, brand identity, and diversity, equity and inclusion strategy) as well as through organizational structures and practices.

## BACKGROUND

HCSA is the health authority in Alameda County whose mission is to achieve health equity by working in partnership to provide high quality services, foster safe and healthy communities, and promote fair and inclusive opportunities for all residents. HCSA recognizes that to achieve this mission, it must develop high quality services and operations that are consistent with any changes in relevant social, economic and policy environments.

CalAIM is a multi-year Department of Health Care Services (DHCS) initiative to improve the quality of life and health outcomes of the Medi-Cal managed care population through the implementation of broad delivery system, program, and payment reforms across the Medi-Cal program. HCSA plays several roles in CalAIM, including advisor to Managed Care Plans, direct provider of CalAIM services, and administrator for other providers of CalAIM services. In addition, leveraging Alameda County’s successful implementation of the Whole Person Care Pilot, HCSA has been working with the two Managed Care Plans, Alameda Alliance for Health and Anthem Blue Cross, to roll out Enhanced Care Management (ECM) and Community Supports.

* + 1. Enhanced Care Management (ECM):

ECM is a new statewide Medi-Cal benefit available to select Populations of Focus that will address clinical and non-clinical needs of the highest-need enrollees through intensive coordination of health and health-related services. Key elements of ECM include:

1. Outreach & Engagement
2. Comprehensive Assessment & Care Management Plan
3. Enhanced Coordination of Care
4. Health Promotion
5. Comprehensive Transitional Care
6. Member & Family Supports
7. Coordination & Referral to Support Services
   * 1. Community Supports:

Beneficiaries are being connected to Community Supports to meet their social needs, including medically supportive foods or housing supports. Community Supports are new services provided by Medi-Cal managed care plans as cost effective alternatives to traditional medical services or settings. All Medi-Cal managed care plans are encouraged to offer as many of the 14 pre-approved Community Supports as possible and are available to eligible Medi-Cal members regardless of whether they qualify for Enhanced Care Management services. These pre-approved Community Supports include:

* + - 1. Asthma Remediation
      2. Community Transition Services/Nursing Facility Transition to Home
      3. Day Habilitation Programs
      4. Environmental Accessibility Adaptations (Home Modifications)
      5. Housing Deposits
      6. Housing Tenancy and Sustaining Services
      7. Housing Transition Navigation Services
      8. Medically Tailored Meals
      9. Nursing Facility Transition/Diversion to Assisted Living Facilities
      10. Personal Care and Homemaker Services
      11. Recuperative Care (Medical Respite)
      12. Respite Services
      13. Short-Term Post-Hospitalization Housing
      14. Sobering Center

SMEs will assist HCSA in the equitable roll out of CalAIM for Medi-Cal members. SMEs with experience in Medi-Cal, Managed Care, statewide incentive programs, and Medicaid and Medicare policy will expand HCSA’s capacity to effectively plan for, serve, and continually improve CalAIM services and infrastructure.

## BIDDER MINIMUM QUALIFICATIONS

To be eligible to participate in this RFQ, bidder must meet the following Bidder Minimum Qualifications:

* + 1. Bidder or key personnel assigned to the project must demonstrate **at least** **three (3)** years of experience providing services in the subject matter expert area(s) being bid on (see [Section B.2.](#SectionB2) of the RFQ for a full listing of the areas of expertise). Cumulative experience in the last 10 years will be accepted and experience may be concurrent on more than one area of expertise.
    2. For the subject matter expert area(s) bid on (see [Section B.2.](#SectionB2) of the RFQ for a full listing of the areas of expertise), Bidder or key personnel assigned to the project must demonstrate **at least two (2)** years of experience providing services to the target population of Medi-Cal Managed Care beneficiaries, Medi-Cal eligible individuals and/or vulnerable populations; **or** working withsystems that support them. The years of experience may be concurrent on more than one area of expertise.
    3. Bidder must also possess all permits, licenses, and professional credentials necessary to perform services specified under this RFQ. Unless noted otherwise in the RFQ, for example the item(s) stated above, including any Addendum or published Questions and Answers, Bidder is not required to submit copies or verification of the permits, licenses, and credentials; however, Bidder must provide such proof if requested by County.

Bidders are eligible to participate in the RFQ process if they meet the Bidder Minimum Qualifications. The County will disqualify bid responses that do not demonstrate that bidder meets the specified Bidder Minimum Qualifications, and these disqualified bidders will not be eligible for contract award under this RFQ.

## SPECIFIC REQUIREMENTS

* + 1. Once an SME has been included in the pool and received a contract award, Contractor shall submit for review a plan for each potential engagement that includes a specific scope of work, schedule, and a budget based on the hourly rate(s) proposed in the original bid. The plan must be approved by the HCSA department/program contact before work can begin. Variances from the pre-approved total budget and time schedule for any SME engagement must be pre-approved by the HCSA.

## DELIVERABLES / REPORTS

* + 1. Contractor must submit reports in accordance with the agreed upon time schedule set forth in each SME engagement in the format requested by the department.
    2. Reports on Status of Projects: Contractor must submit monthly reports on the status of projects in the format specified by HCSA, explaining any variance from the approved budget, time schedule, actual or potential findings, outstanding items and plan of action to complete the engagement.
    3. Contractor must submit a final report to HCSA who will determine whether an engagement is completed.
    4. Itemized Billings: Contractor must submit billings for actual hours provided on a monthly basis. The billings must detail the hours for each area of engagement/work/assignment by time schedule categories.

## NETWORKING/BIDDERS CONFERENCES

* + 1. Networking/Bidders Conferences will be held to:
       1. Provide an opportunity for Small Local Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships to participate in the contract(s) that may result from this RFQ.
       2. Provide an opportunity for Bidders to request clarification on this RFQ and ask specific questions about the project, goods, and services.
       3. Provide the County with an opportunity to receive feedback related to this RFQ.
    2. The Bidders Conference(s) Attendees List will be released in a separate document.
    3. Written questions submitted via email by the stated deadline will be addressed in a posted RFQ Questions and Answers (Q&A) following the Bidders Conference(s). Should there be a need to amend or revise the RFQ, an Addendum will be issued. Any verbal statement(s), including at any Bidders Conference(s) are not binding. Only the written documents will be binding.
    4. Questions regarding these specifications, terms, and conditions are to be submitted in writing via email by 5:00 p.m. on the date specified in the Calendar of Events to:

**Elif Lostuvali, Program/Financial Specialist**

**Alameda County, HCSA**

**Email:** [**Elif.Lostuvali@acgov.org**](mailto:Elif.Lostuvali@acgov.org)

* + 1. Attendance at the Bidders Conferences is highly recommended but are not mandatory. Potential bidders are strongly encouraged to attend networking/Bidders Conference(s) to further facilitate subcontracting relationships. Vendors who attend the Bidders Conference(s) will be added to the Vendor Bid List.

# COUNTY PROCEDURES, TERMS, AND CONDITIONS



## CONTRACT EVALUATION AND ASSESSMENT

* + 1. During the initial 120-day period of any contract awarded, the County may review the proposal, the contract, any goods or services provided, and/or meet with the Contractor to identify any issues or potential problems.
    2. The County reserves the right to determine, at its sole discretion, whether:
       1. The Contractor has complied with all terms of this RFQ and the contract; and
       2. Any problems or potential problems with the proposed goods and/or services were evidenced which makes it unlikely (even with possible modifications) that such goods and/or services have met or will meet the County requirements.
    3. If, as a result of such determination, the County concludes that it is not satisfied with the Contractor's performance under any awarded contract and/or Contractor's goods and services as contracted for therein, the Contractor may be notified that the contract is being terminated.  The Contractor must be responsible for returning County facilities to their original state at no charge to the County.  The County will have the right to invite the next qualified Bidder(s) to enter into a contract.  The County also reserves the right to rebid this project if it is determined to be in its best interest to do so. The County's right to go to the next qualified Bidder and/or rebid is not limited by the award of a contract or the 120-day period.

## NOTICE OF INTENT TO AWARD

* + 1. At the conclusion of the RFQ response evaluation period, all Bidders will be notified in writing by email or US Postal Service mail of the contract award recommendation, if any, by HCSA. The document providing this notification is the Notice of Intent to Award/Non-Award.

The Notice of Intent to Award/Non-Award will provide the following information:

* + - 1. The name(s) of the Bidder(s) being recommended for contract award; and
      2. The names of all other parties that submitted proposals.
    1. The submitted proposals will be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be considered by the Board of Supervisors.

## Bid Protest / Appeals Process

* + 1. HCSA prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Bidders wish to protest the bid process or appeal the recommendation to award a contract once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the County.

Any bid protest must be submitted in writing by 5:00 p.m. of the SEVENTH (7th) calendar day following the date of issuance of the Notice of Intent to Award, not the date received by the Bidder. The bid protest must be submitted to the office that has been designated for review of protests for this procurement (the Protest Evaluator). For this procurement, the Protest Evaluator is:

HCSA – Office of the Agency Director modify this section as needed

ATTN: James Nguyen, Administrative & Financial Services Manager

1000 San Leandro Blvd. Suite 300, San Leandro, CA 94577

Email: [James.Nguyen@acgov.org](mailto:James.Nguyen@acgov.org)

A bid protest received after 5:00 p.m. is considered received as of the next calendar day. Generally, the County will promptly send an email acknowledging receipt of the protest; it is the responsibility of the protestor to confirm that the protest was timely received.

* + - 1. The bid protest must contain a complete statement of the reasons and facts for the protest.
      2. The protest must refer to the specific portions of all documents that form the basis for the protest.
      3. The protest must include the name, address, email address, and telephone number of the person submitting the protest on behalf of the protesting party.
      4. HCSA representatives will send a notification to Bidders if a protest is received.
    1. The Protest Evaluator, or their designee, will review and evaluate the protest and issue a written decision. The Protest Evaluator may, at its discretion, do any of the following, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest must be final prior to the Board hearing or HCSA award date.   
         
       A notification of the decision will be communicated by email and/or US Postal Service mail to the protestor. Notification will be provided to Bidders when a decision has been made on the protest and whether or not the recommendation to the Board of Supervisors in the Notice of Intent to Award/Non-Award will stand.
    2. The decision on the bid protest by the Protest Evaluator may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Email: [OCCR@acgov.org](mailto:OCCR@acgov.org), unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose bid is the subject of the protest, all Bidders affected by the Protest Evaluator's decision on the protest, and the protestor have the right to appeal if they feel the Protest Evaluator's decision is incorrect. All appeals to the Auditor-Controller's OCCR must be in writing and submitted within SEVEN (7) calendar days following the issuance of the decision, not the date the decision is received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next calendar day. An appeal received after 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the decision by the Protest Evaluator will not be considered under any circumstances by the Auditor-Controller OCCR or their designee.
       1. The appeal must specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
       2. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). The appeal to the OCCR must be limited to a review of the procurement process to determine if the contracting department materially erred in following the bid or, if applicable, County contracting policies or other laws and regulations.
       3. The appeal to the OCCR must be limited to the grounds raised in the original protest and the written decision by the Protest Evaluator. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal.
       4. The Auditor's Office may overturn the results of a bid process for ethical violations by Procurement staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
       5. The finding of the Auditor-Controller's OCCR is the final step of the appeal process. A copy of the finding of the Auditor-Controller's OCCR will be furnished to the protestor.
    3. The finding on the appeal must be issued before a recommendation to award the contract is considered and contract awarded by the Board of Supervisor.
    4. The procedures and time limits set forth in this section are mandatory and are each Bidder's sole and exclusive remedy in the event of a bid protest. A Bidder's failure to timely complete both the bid protest and appeal procedures will be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, will constitute a waiver of any right to further pursue the bid protest, including filing a Government Code Claim or legal proceedings.

## TERM / TERMINATION / RENEWAL

* + 1. The contract term, which may be awarded pursuant to this RFQ, will be up to twelve (12) months.
    2. By mutual agreement, any contract, which may be awarded pursuant to this RFQ, may be extended up to forty-eight (48) additional months at agreed upon prices with all other terms and conditions remaining the same.
    3. The County has and reserves the right to suspend, terminate, or abandon the execution of any work, services and/or providing of goods by the Contractor without cause at any time upon giving the Contractor prior written notice. In the event that the County should abandon, terminate, or suspend the Contractor's work, services and/or providing of goods, the Contractor shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination, or abandonment. The County may terminate the contract at any time for cause without written notice upon a material breach of contract or substandard or unsatisfactory performance by the Contractor. In the event of termination with cause, the County reserves the right to seek any and all damages from the Contractor.  In the event of such termination, with or without cause, the County reserves the right to invite the next highest-ranked Bidder to enter into a contract or rebid the project if it is determined to be in its best interest to do so.

## QUANTITIES

* + 1. Quantities listed herein are estimates based on past usage and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

## PRICING

* + 1. All pricing as quoted will not increase, but except as noted below, remain fixed and firm for the term of any contract that may be awarded as a result of this RFQ.
    2. Unless otherwise stated, Bidder agrees that, in the event of a price decline, the benefit of such a lower price will be extended to the County.
    3. Reasonable price increases or decreases for subsequent contract terms may be negotiated between Contractor and County after completion of the initial term.
    4. All prices quoted must be in United States dollars.
    5. Price quotes must include any and all payment incentives available to the County.
    6. In the evaluation of cost, if applicable, it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension, and the Bidder must honor the unit price quoted.
    7. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

## AWARD

* + 1. Bidders that meet the Bidder Qualifications will be added to the pool of vendors eligible for a contract. The County neither warrants nor guarantees any minimum or maximum compensation to pre-qualified vendors. The County does not guarantee any minimum or maximum dollar amount or any awarded scope of services under this RFQ and/or any resulting contract pursuant this RFQ.
    2. Awards will be made to the most responsible Bidder(s) who meets the requirements of these specifications, terms, and conditions. Vendors in the pool SMEs will be selected to perform scopes of work by HCSA based on best fit including the specific services required, availability, type of expertise and cost.
    3. Awards may also be made to the subsequent most responsible Bidder(s) and who will be called in order should the County needs to contract with another Bidder(s).
    4. Small Local Emerging Business (SLEB) Program
       1. Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County's purchase of goods and services.
       2. As a result of the County's commitment to advancing the economic opportunities of these businesses, **Bidders must meet the County's Small and Emerging Locally Owned Business requirements in order to be considered for the contract award.** These requirements can be found online at:

1. [**Alameda County SLEB Program Overview**](http://acgov.org/auditor/sleb/overview.htm) [<http://acgov.org/auditor/sleb/overview.htm>]; and
2. [**Alameda County SLEB Program Additional Information**](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/) [<https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/>]
   * + 1. For purposes of this procurement, applicable industries include, but are not limited to, the following North American Industry Classification System (NAICS) Code(s): 541611, 541612, 541613, 541618, 611430, 621330, 621399, 624110, 624120, 624190.
       2. A small business is defined by the United States Small Business Administration (SBA) as having no more than the number of employees or average annual gross receipts over the last three years required per SBA standards based on the small business's appropriate NAICS code.
       3. An emerging business is defined by the County as having either annual gross receipts of less than one-half that of a small business OR having less than one-half the number of employees AND that has been in business less than five years.
       4. If a Bidder is certified by the County as either a small and local or an emerging and local business (SLEB), the County will provide up to 5% bid preference for procurements over $25,000.
       5. If a Bidder is located within Alameda County, the County may provide a 5% local bid preference.
     1. County Rights
3. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFQ, including Exhibits and any Addendums, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
4. Any bid responses that contain false or misleading information may be disqualified by the County.
5. The County reserves the right to award to a single or multiple Contractors.
6. The County reserves the right to conduct additional procurements for the same or similar goods and/or services or to award to additional contract(s), including to other Bidder(s), during the term of the contract if it determines that additional Contractors are needed to supplement goods and/or services being provided.
7. The County has the right to decline to award this contract or any part thereof for any reason.
   * 1. Procedures
        1. Board approval to award a contract is required.
        2. A contract must be fully executed by the recommended awardee and the County prior to any services and goods being provided or work being performed.
        3. The County uses its Standard Services Agreement terms and conditions for purchases and services. Any terms that are not acceptable to a Bidder must be identified on the Exceptions and Clarifications form in the Exhibit A - Bid Response Packet. Bidder may access a copy of the Standard Services Agreement template at:

[**Alameda County Standard Services Agreement Template**](https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP)[<https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP>]

The template contains minimal standard language and specific contract terms, including the scope of services that may be drafted and negotiated based on this RFQ and the bid response(s).

* + - 1. The RFQ specifications, terms, conditions, Exhibits, RFQ Addenda, and Bidder's response may be incorporated into and made a part of any contract that may be awarded as a result of this RFQ.

## METHOD OF ORDERING

* + 1. A written Purchase Order (PO) will be issued after an executed contract and Board approval. If there is any conflict in terms of any PO and the executed contract, the contract will control, even if a PO is issued later. Payment cannot be made to any Contractor until a PO is issued.
    2. POs and payments for goods and/or services will be issued only in the name of the Contractor, as identified on the contract.
    3. The Contractor must adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
    4. Any change orders must be agreed upon in writing by Contractor and County and issued as needed by County.
    5. Written PO will be issued upon approval of written itemized quotations received from the Contractor.

## INVOICING

* + 1. Contractor shall invoice the requesting department, unless otherwise directed by County, upon satisfactory receipt of goods and/or performance of services.
    2. County will use reasonable efforts to make payment within 30 days following receipt and review of invoice and complete satisfactory receipt of goods and/or performance of services.
    3. County will notify the Contractor of any adjustments or corrections that must be made to receive payment on an invoice.
    4. Invoices submitted by the Contractor must contain the County PO number, invoice number, remit to address, itemized goods and/or services description, and price as quoted and must be accompanied by an acceptable proof of delivery and any other information requested by the County.
    5. Contractor must utilize a standardized invoice format upon request.
    6. Invoices must be issued by, and payments made to, the Contractor who is awarded a contract.
    7. The County will pay the Contractor, after receipt and approval of an invoice, monthly or as agreed upon, not to exceed the total contract amount. The County will not pay for goods and/or services in advance.
    8. In the event the Contractor's performance and/or deliverable goods have been deemed unsatisfactory by a review committee, the County reserves the right to withhold future payments until the performance and/or deliverable goods are deemed satisfactory.

## ACCOUNT MANAGER / SUPPORT STAFF

* + 1. The Contractor must provide dedicated support staff to be the primary contact for all issues regarding the response to this RFQ and any contract which may arise pursuant to this RFQ.
    2. Contractor must also provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday, or as otherwise identified in this RFQ. Such representative(s) must be knowledgeable about the contract, products, and/or services offered and able to identify and resolve quickly any issues, including but not limited to order and invoicing problems.
    3. Contractor must provide a dedicated, competent account manager who shall be responsible for the County account/contract and receive all orders. Contractor account manager shall be familiar with County requirements and standards and work with the HCSA to ensure that established standards are adhered to. This includes keeping the County Contract Administrator informed of department requests as needed.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

* + 1. HCSA Special Projects Office is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the HCSA Special Projects Office only. Communication with other County personnel may result in disqualification.
    2. The evaluation phase of the competitive process shall begin upon receipt of sealed bid responses and continue until a contract has been awarded.
    3. Contact Information for this RFQ:

**Elif Lostuvali, Program/Financial Specialist**

**Alameda County, Health Care Services Agency**

**1000 San Leandro Blvd., Suite 300**

**San Leandro, CA 94577**

**Email:** [**Elif.Lostuvali@acgov.org**](mailto:Elif.Lostuvali@acgov.org)

**Phone: (510) 667-3108**

* + 1. The GSA Contracting Opportunities website will be the official notification posting place of all bid documents related to this RFQ. Each Bidder is responsible for checking the website for any Addendums and other notices related to this RFQ. Go to[**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/>] to view the posting for this RFQ and other current contracting opportunities.

## SUBMITTAL OF BID RESPONSES

* + 1. Submittal Instructions

1. All bids must be SEALED and RECEIVED at the Health Care Services Agency of Alameda County by the time on the due date specified in the Calendar of Events. UNSEALED OR LATE BIDS CANNOT BE ACCEPTED.
2. Bids will be received ONLY at the address shown below, and by the time p.m. on the due date specified in the Calendar of Events. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.

All bids, whether delivered by an employee of Bidder, U.S. Postal Service, courier or package delivery service, must be received and time stamped at the stated address prior to the time designated. The Health Care Services Agency’s timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids. If hand delivering bids, please allow time for parking and entry into secure building.

1. Bids are to be addressed and delivered as follows:

**Alameda County, Health Care Services Agency**

**RFQ No. HCSA-900323**

**Attn: Elif Lostuvali, Program/Financial Specialist**

**1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

For questions:   
E-MAIL: Elif.Lostuvali@acgov.org

PHONE: (510) 667-3108

**Bidder's name, return address, and the RFQ number and title must also appear on the mailing package.**

**\*PLEASE NOTE** that on the bid due date, a bid reception desk will be open between 9:00 a.m. – 2:00 p.m. and will be located on the third floor at 1000 San Leandro Blvd, Suite 300.

1. No email (electronic) or facsimile bids will be considered.
   * 1. Bid Response Preparation
        1. Bidders are to submit one (1) original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures. All submittals should be printed on plain white paper and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all quotations submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the quotation.
        2. Bidders **must** also submit an electronic copy of their quotation. The electronic copy must be in a single file (PDF with OCR preferred), and shall be an **exact** scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation. The file must be on disk or USB flash drive and enclosed with the sealed original hardcopy of the bid.
        3. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
        4. The submitted Proposal must conform to and include Exhibit A – Bid Response Packet, as amended or revised by Addendum, including additional required documentation. **A Bidder may be disqualified if the most current version of Exhibit A, as revised and published through Addenda, is not used.**
        5. For the responses to be considered complete, the Bidder **must** provide responses to all information requested in the Exhibit A – Bid Response Packet, as revised by any Addenda.
        6. Bid responses are to be straightforward, clear, concise and specific to the information requested.
        7. In whole or in part, bid responses are NOT to be marked confidential or proprietary. The County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFQ may be subject to public disclosure, even if marked confidential or proprietary.  The County shall not be liable in any way for disclosure of any such records. Please refer to the County's website at [**Alameda County Proprietary and Confidential Information Policies**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/>].
     2. Submissions Processes
        1. All costs required for the preparation and submission of a response shall be borne by the Bidder.
        2. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, "partnership" shall mean, and is limited to, a legal partnership formed under one or more of the provisions of California or other state's Corporations Code or an equivalent statute.
        3. The final award information will be posted on the County's "Contracting Opportunities" website.
        4. The County reserves the right to reject any bid response.
        5. All bid responses shall remain open to acceptance and irrevocable for a period of not less than 180 days unless otherwise specified in the bid documents.
        6. All other information regarding the bid responses will be held as confidential until the contract(s) has been fully negotiated with the recommended awardees named in the recommendation to award/non-award notification(s). The submitted quotations shall be made available upon request no later than five (5) calendar days before the recommendation to award and enter into contract is scheduled to be heard by the Board of Supervisors. All parties submitting quotations, either qualified or unqualified, will receive mailed recommendation to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project.  In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
     3. Legal Requirements
        1. "In submitting a bid to a public purchasing body, the Bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the Bidder". (California Government Code Section 4552).
        2. By submitting a bid response, the Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms "claim" and "knowingly" are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. Such actions may also be considered fraud and subject to criminal prosecution.
        3. The Bidder, by submitting a bid response, certifies that it is, at the time of bidding, and shall be, throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the RFQ and contract documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the RFQ and contract documents.
        4. The Bidder, by submitting a bid response, certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).

### EXHIBIT A

**BID RESPONSE PACKET**

**RFQ No. HCSA-900323**

**Subject Matter Expert (SME) Pool**

**INSTRUCTIONS**

1. The bid response must comply with all requirements contained in the RFQ. **It is strongly recommended that Bidders verify and review all Addenda to confirm the use of the most current forms and provide all information requested.**
2. Bidders who do not comply with the requirements and/or submit incomplete bid response packages are subject to disqualification and their bid responses rejected.
3. As described in the Submittal of Bids section of this RFQ, Bidders are to submit
   1. **one (1) original hardcopy bid** (EXHIBIT A – BID RESPONSE PACKET, including additional required documentation), with **original ink signatures;** and
   2. **one (1) electronic copy** of the bid in pdf (with OCR, e.g. scanning, preferred).
4. All pages of the EXHIBIT A- BID RESPONSE PACKET must be submitted in total with all required documents attached thereto. All information requested must be supplied. Any pages of EXHIBIT A (Or items therein) not applicable to the Bidder must still be submitted as part of a complete bid response, with such pages or items clearly marked “N/A”.
5. Bidders shall not submit to the County a re-typed, word-processed, or otherwise recreated version of EXHIBIT A – BID RESPONSE PACKET or any other County-provided document.
6. Bidder must quote price(s) as specified in the RFQ, using the form(s) as amended or revised by any Addenda.
7. All prices and notations must be printed in ink or typewritten. No erasures are permitted. Errors may be crossed out and corrections printed in ink or typewritten adjacent and **must be initialed in ink by person signing bid.**
8. If Bidders are making any clarifications and/or amendments; or taking exception to policies or specifications of this RFQ, including those to the COUNTY SLEB POLICY, these must be submitted in the Exceptions, Clarifications, Amendments Section of this EXHIBIT A – BID RESPONSE PACKET in order for the bid response to be considered complete.

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Description automatically generated

### COUNTY OF ALAMEDA

### Exhibit A

### BID RESPONSE PACKET

RFQ No. HCSA-900323

Subject Matter Expert (SME) Pool

|  |
| --- |
| BIDDER INFORMATION |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Official Name of Bidder: | | |  | | | | |
| Street Address Line 1: | | |  | | | | |
| Street Address Line 2: | | |  | | | | |
| City: |  | | | State: |  | Zip Code: |  |
| Webpage: | |  | | | | | |

**Type of Entity / Organizational Structure (check one):**

☐ Corporation ☐ Joint Venture ☐ Partnership

☐ Limited Liability Partnership ☐ Limited Liability Corporation ☐ Sole Proprietor

☐ Non-Profit / Church ☐ Other:

|  |  |
| --- | --- |
| Jurisdiction of Organizational Structure: |  |
| Date of Organizational Structure: |  |
| Federal Tax Identification Number: |  |
| Alameda County Supplier Identification Number (if applicable): |  |
| DIR Contractor Registration Number (if applicable): |  |

**Primary Contact Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name / Title: |  | | |
| Telephone Number: |  | Alternate Number: |  |
| Email Address: |  | | |

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| --- |
| BIDDER ACCEPTANCE |

1. The undersigned declares that the procurement bid documents, including, without limitation, the RFQ, Q&A, Addenda, and Exhibits (the Bid Documents), have been read and accepted.
2. The undersigned has reviewed the Bid Documents and fully understands the requirements for this RFQ, including, but not limited to, general County requirements, and that each Bidder who is awarded a contract must be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its bid response, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
3. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:

## [**General Requirements**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/)

## [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/>]

# [Debarment & Suspension Policy](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/)

[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/>]

# [Iran Contracting Act (ICA) of 2010](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/)

[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/>]

# [General Environmental Requirements](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/)

[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/>]

# [Alameda County SLEB Program Overview](http://acgov.org/auditor/sleb/overview.htm)

[<http://acgov.org/auditor/sleb/overview.htm>]

# [Alameda County SLEB Program Additional Information](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/)

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

# [First Source](http://acgov.org/auditor/sleb/sourceprogram.htm)

[<http://acgov.org/auditor/sleb/sourceprogram.htm>]

# [Online Contract Compliance System](http://acgov.org/auditor/sleb/elation.htm)

[<http://acgov.org/auditor/sleb/elation.htm>]

1. The undersigned acknowledges that Bidder is and will remain in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFQ and any contract that is awarded.
2. The undersigned acknowledges that it is the responsibility of each Bidder to be familiar with all of the specifications, terms, and conditions of the RFQ and, if applicable, the site condition. By the submission of a bid response, the Bidder certifies that if awarded a contract, they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
3. Bidder agrees to hold the County of Alameda, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expenses, for infringement or use of any patent, copyright, or other proprietary rights, secret process, patented or unpatented invention, article or appliance furnished or used in connection with bid response and any resulted contract or purchase order.
4. The undersigned acknowledges that Bidders has accurately completed the SLEB Information Sheet.
5. By signing below, the signatory warrants and represents that the signer has completed, acknowledged, and agreed to this Bidder Acceptance in their authorized capacity and that by their signature on this Bidder Acceptance, they and the entity upon behalf of which they acted, acknowledged and agreed to this Bidder Acceptance and that all are true and correct and are made under penalty of perjury pursuant to the laws of California.
6. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
7. Insurance certificates are not required at the time of submission. However, by signing EXHIBIT A – BID RESPONSE PACKET, the Contractor agrees to meet the minimum insurance requirements stated in the RFQ. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFQ.

|  |
| --- |
| **SIGNATURE:** ✍  Name/Title of Authorized Signer:  Dated this  day of  20 |

#### REQUIRED DOCUMENTATION AND SUBMITTALS

**All of the specific documentation listed below is required in order for a bid to be deemed complete. Bidders shall submit all documentation, in the order listed below and clearly label each section with the appropriate title (i.e. Table of Contents, Letter of Transmittal, Key Personnel, etc.).**

1. **Table of Contents**: Bid responses shall include a Table of Contents listing the individual sections and their corresponding page numbers.

2. **Letter of Transmittal (1-2 pp)**: Bid responses shall include a Letter of Transmittal describing Bidder’s history, capabilities and approach in providing its services to the County, as well as a highlights of the Bid Response, including how it would benefit the County. In addition, Letter of Transmittal **should clearly list which area(s) of expertise the bidder’s response is addressing** (see [Section B.2.](#SectionB2) of the RFQ for a full listing of the areas of expertise), and provide specific detail on the following:

* + - * 1. years and type of experience providing services in the proposed subject matter expert area or areas being bid on; and
        2. years and type of experience providing services in the proposed subject matter expert area or areas being bid on to the target population of Medi-Cal beneficiaries, Medi-Cal eligible individuals, and/or vulnerable populations **or** systems that support them.

3. **Exhibit A – Bid Response Packet:** Every bidder must fill out and submit the complete Exhibit A – Bid Response Packet.

**(a)** **Bidder Information and Acceptance** (Exhibit A, pp.1-3, requires signature)

**(b) Debarment and Suspension Certification** (Exhibit A, p.7, requires signature)

**(c)** **SLEB Partnering Information Sheet** (Exhibit A, pp. 8-9, requires signature(s))

Every bidder must fill out and submit a signed SLEB Partnering Information Sheet indicating their SLEB certification status. If bidder is not certified, the name, identification information, and goods/services to be provided by the named CERTIFIED SLEB partner(s) with whom the bidder will subcontract to meet the County SLEB participation requirement must be stated.  Any CERTIFIED SLEB subcontractor(s) named, the Exhibit must be signed by the CERTIFIED SLEB(s) according to the instructions. All named SLEB subcontractor(s) must be certified by the time of bid submittal.

**(c)** **References** (Exhibit A, pp. 10-11)

(1) Bidders must use the templates in Exhibit A – Bid Response Packet to provide references.

(2) Bidders are to provide a list of three (3) references. References must be satisfactory as deemed solely by County. References should have similar scope, volume and requirements to those outlined in these specifications, terms and conditions.

* + Bidders must verify the contact information for all references provided is current and valid.
  + Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.

(3) The County may contact some or all of the references provided in order to determine Bidder’s performance record on work similar to that described in this request. The County reserves the right to contact references other than those provided in the Response and to use the information gained from them in the evaluation process.

**(d)** **Exceptions, Clarifications, Amendments** (Exhibit A, p.12)

1. This shall include clarifications, exceptions and amendments, if any, to the RFQ and associated Bid Documents, and shall be submitted with your bid response using the templates in Exhibit A – Bid Response Packet.
2. **THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.**

4. **Key Personnel**: Bid responses shall include a complete list of all key personnel associated with the RFQ. This list must include all key personnel who will provide services/training to County staff and all key personnel who will provide support services to the project. For each person on the list, include the following information and attach most recent resume (resumes do not count toward any page limitation):

(a) The person’s relationship with Bidder, including job title and years of employment with Bidder;

(b) The role that the person will play in connection with the RFQ;

(d) Person’s educational background; and

(e) Person’s relevant experience, certifications, and/or merits.

5. **Credentials**: Copies of any licenses, certifications, or other third-party verification of credentials stated as BIDDER QUALIFICATIONS in the RFQ must be submitted with the bid response. Documents must be clearly identified as to which requirement they are responsive. This section is only necessary if relevant to your area of expertise/work.

The Bidder must provide proof of any other permits, licenses, and/or professional credentials necessary to supply products and perform services as specified in this RFQ if requested by the County.

6. **Description of the Proposed Services (1-2 pp per subject matter expert area being bid on)**: Bid response shall include a description of the terms and conditions of services to be provided during the contract term including response times. The description shall contain a basis of estimate for services including how the Bidder will meet its scheduled start and completion dates, the number of Bidder’s and County personnel involved, and the number of potential hours scheduled for such personnel.

Finally, the description must: (1) specify how the services in the bid response will meet or exceed the requirements of the County; (2) explain any special resources, procedures or approaches that make the services of Bidder particularly advantageous to the County; and (3) identify any limitations or restrictions of Bidder in providing the services that the County should be aware of in evaluating its Response to this RFQ.

7. **Budget Form** (Exhibit A, p.13)

Cost can be submitted using the budget table form provided on p.13 of this Exhibit. Alterations and changes are permitted but the resulting submittal must clearly show the key personnel associated with the services offered, including subcontractors, and line item cost.

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| DEBARMENT AND SUSPENSION CERTIFICATION |

The bidder, under penalty of perjury, certifies that, except as noted below, bidder, its principal, and any named and unnamed subcontractor:

* Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
* Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
* Does not have a proposed debarment pending; and
* Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space. For any exception noted, indicate to whom it applies, initiating agency, and dates of action. Exceptions will not necessarily result in denial of award but will be considered in determining Contractor responsibility.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Response. Signing this Response on the signature portion thereof shall also constitute signature of this Certification.

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| **BIDDER:**  **PRINCIPAL: TITLE:**  **SIGNATURE:** ✍ **DATE:** |

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| SMALL LOCAL EMERGING BUSINESS (SLEB) INFORMATION |

**Instructions**:

On the following page is the **SLEB Information Sheet**.

Every Bidder **must complete and submit a signed SLEB Information Sheet** indicating their SLEB certification status.

If the Bidder is not certified, the information sheet must be completed with the name, identification information, and goods/services to be provided by the **CERTIFIED SLEB partner(s)** with whom the Bidder will subcontract to meet the County SLEB participation requirement.  The Exhibit must be signed by EACH of the named CERTIFIED SLEB(s) that will be subcontractors.

SLEB certification must be **valid** at the time of bid response submittal for SLEB primes and SLEB subcontractor(s).

1. For SLEB Subcontracting Questions: Please contact the General Services Agency - Office of Acquisition Policy, [GSA.OAP@acgov.org](mailto:GSA.OAP@acgov.org).
2. For questions/information regarding SLEB certification, including requirements, please contact the Auditor-Controller Agency, Office of Contract Compliance & Reporting – SLEB Certification Unit, [OCCR@acgov.org](mailto:OCCR@acgov.org), (510) 891-5500.

**If a Bidder is located within Alameda County but not a certified SLEB, the following documentation must be in included in the Bid response:**

1. Copy of a verifiable business license, issued by the County of Alameda or a City within the County; and
2. Proof of six months business residency, identifying the Bidder’s name and the local address. Utility bills, deeds of trusts or lease agreements, etc., are acceptable verification documents to prove residency.

The undersigned acknowledges ONE of the following (**Please check only ONE box**):

Bidder is a certified SLEB (Provide SLEB Certification Number in the SLEB Information Sheet below); **or**

Bidder is LOCAL to Alameda County (Attach documentation listed in No. 5. above); OR

Bidder is not local to Alameda County.

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| SLEB INFORMATION SHEET |

In order to meet the Small Local Emerging Business (SLEB) requirements of this RFQ, all Bidders must complete this form.

Bidders that are not certified SLEBS (for the definition of a SLEB, see [**Alameda County SLEB Program Overview**](http://acgov.org/auditor/sleb/overview.htm)**; [**[**http://acgov.org/auditor/sleb/overview.htm**](http://acgov.org/auditor/sleb/overview.htm)**])** are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be eligible for contract award. SLEB subcontractors must be independently owned and operated from the prime Contractor with no employees of either entity working for the other. A copy of this form must be submitted for each SLEB that the Bidder will subcontract with as evidence of a firm contractual commitment to meeting the SLEB participation requirement.

Bidders are encouraged to form a partnership with a SLEB that can participate directly with this contract. One of the benefits of the partnership will be economical, but this partnership will also assist the SLEB to grow and build the capacity to eventually bid as a prime on their own.

Once a contract has been awarded, substitutions of the named subcontractor(s) are not allowed without prior written approval from the Auditor-Controller, Office of Contract Compliance & Reporting (OCCR).

County departments, prime, and subcontractors are required to use the web-based Elation Systems to monitor SLEB subcontractor compliance with[**Elation Systems**](http://www.elationsys.com/elationsys/) **[**[**http://www.elationsys.com/elationsys/**](http://www.elationsys.com/elationsys/)**].**

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| **BIDDER IS A CERTIFIED SLEB (sign at bottom of page)**  **SLEB BIDDER Business Name:**  **SLEB Certification #:       SLEB Certification Expiration Date:**  **NAICS Codes Included in Certification:** |

**OR**

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| **BIDDER IS NOT A CERTIFIED SLEB and will subcontract      % with the SLEB named below for the following goods/services:**  **SLEB Subcontractor Business Name:**  **SLEB Certification #:       SLEB Certification Expiration Date:**  **SLEB Certification Status:  Small /  Emerging**  **NAICS Codes Included in Certification:**  **SLEB Subcontractor Principal Name:**  **SLEB Subcontractor Principal Signature:** ✍ **Date:** |

**Upon award, Bidder (the Prime Contractor) and** **all SLEB subcontractors** agree to register and use the secure web-based ELATION SYSTEMS. ELATION SYSTEMS will be used to submit SLEB subcontractor participation, including, but not limited to, subcontractor contract amounts, payments made, and confirmation of payments received.

**Bidder Printed Name/Title: \_\_**     **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Street Address: \_**     **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_City\_\_**     **\_\_\_\_State\_**     **\_ Zip Code**

##### Bidder Signature: ✍ Date:

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| REFERENCES |

**Instructions**: On the following page is the template that Bidders are to use for providing references. Bidders are to provide a list of **3 (three)** references. References must be satisfactory as deemed solely by County.

Services or goods provided by Bidders to the references should have similar scope, volume, and requirements to those outlined in these specifications, terms, and conditions.

Bidders should verify that the contact information for all references provided is current and valid. If a reference cannot be contacted, it may affect the qualification and scoring of the Bidders' bid responses.

Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.

The County may contact some or all the references provided in order to determine items such as Bidders' years of experience and performance records on work similar to that described in this request.

The County reserves the right to contact individuals/entities for references other than those provided in the Response and to use any information obtained in the evaluation process.

NOTE: Bidders should not list the County department requesting services/goods as part of the references.

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| **REFERENCES** |

RFQ No. HCSA-900323

Subject Matter Expert (SME) Pool

Bidder must currently be providing goods and/or services for at least two of the references or have done so within the last five years.

Bidder Name:

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | Email Address: |
| Services Provided / Date(s) of Service: | |

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | Email Address: |
| Services Provided / Date(s) of Service: | |

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | Email Address: |
| Services Provided / Date(s) of Service: | |

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | Email Address: |
| Services Provided / Date(s) of Service: | |

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| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | Email Address: |
| Services Provided / Date(s) of Service: | |

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| EXCEPTIONS AND CLARIFICATIONS |

**Instructions**: Bidders must use the **Exceptions and Clarifications** form to identify and list below any and all exceptions and/or clarifications to the RFQ and associated Bid Documents and submit them with the bid response.

**THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS AND CLARIFICATIONS; ANY SUCH EXCEPTIONS AND CLARIFICATIONS MAY BE A BASIS FOR BID RESPONSE DISQUALIFICATION.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference to:** | | | **Description** |
| Page No. | Section | Item No. |  |
| **p. 23**  EXAMPLE | **D** | **1.c.** | ***Bidder takes exception to…*** |
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\*Use additional pages as necessary**BUDGET FORM**

For this RFQ, Bidders shall submit a bid quote for one (1) month worth of services distributed over various Key Personnel performing services in the bid response. The “cost per hour” shown represents the per hourly rate the contractor will charge for any SME engagement or related service assigned to them regardless of type of consultation or number of hours involved in the assignment. The level of complexity and the time it takes to complete the SME engagement or related service, as well as the number of people needed for the project is different for every SME engagement or related service. Should Bidder not offer one flat fee per hour for all SME services offered, the average cost per hour amongst all SME Key Personnel staff may be used to evaluate the Bidder’s quotation.

Written approval must be obtained prior to incurring extended expenses beyond those agreed upon at the time the SME engagement or related service is assigned. Written approval must also be obtained prior to any changes in key personnel associated with this RFQ.

Cost can be submitted using the budget table form below. Alterations and changes are permitted but the resulting submittal must clearly show the key personnel associated with the services offered, including subcontractors, and line item cost.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | | **SME Area** | **Estimated Hours for 1 month of service** | **Cost Per Hour** | **Total Cost for 1 Month** |
|  | Key Personnel Performing Services | | | | |
| 1. Partner (example title of key personnel) | | *(J) Housing and/or Homelessness* | *80\** | $X | $80X |
| 1. Senior Consultant | |  | *160\** | $Y | $160Y |
|  | Subcontractor Personnel Performing Services | | | | |
| 1. Partner (example title of key personnel) | |  | *80\** | $Z | $80Z |
| 1. Researcher | |  | *120\** | $R | $120R |
| **TOTALS** | |  | *440\** | *\*\*\** | \*\* |

#### *\* Italics indicate example hours*

#### *\*\* Total cost per 1 month = 80X +160Y+80Z+120R*

#### *\*\*\* Average cost per hour= Total cost per 1 month/440*

The cost quoted must include all taxes (excluding sales and use tax) and all other charges, including travel expenses. The price quoted will be the maximum rate the County will pay for the term of any contract resulting from this RFQ.

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| INSURANCE REQUIREMENTS |

**Instructions**: Insurance certificates are not required at the time of submission; however, by signing the Bid Response Packet and submitting a bid response, the Bidder agrees to meet the minimum insurance requirements and provide any documentation requested by County upon request.

Insurance documentation must be provided to the County before award and include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFQ.

The following page contains the minimum insurance limits required by the County of Alameda to be held by the Contractor performing on a contract issued from this RFQ:

#### INSURANCE REQUIREMENTS

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