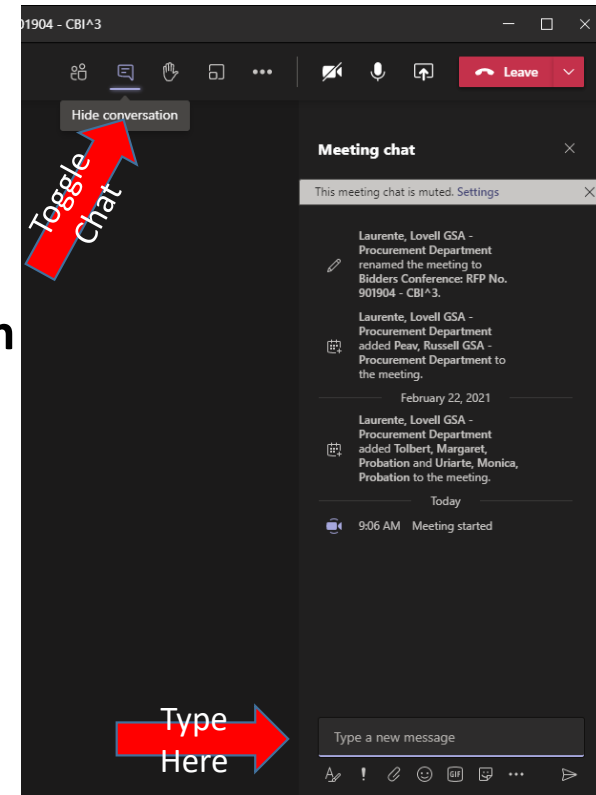# RFP No. 902102
AB109 Direct Services: Center of Reentry Excellence (CORE)

Welcome!

Please Register by providing the following information in the Chat:

- **Company Name**
- **Company Address**
- **Contact Person**
- **Email and Phone Number**
- **Do you intend to bid as a PRIME or SUB?**
- **Are you an Alameda County Certified SLEB?**

RFP No. 902102
AB109 Direct Services: Center of Reentry Excellence (CORE)

1. **INTRODUCTIONS**

2. **RFP OVERVIEW**
   - **Revised Q(&A) format**

3. **EZSOURCING/BID SUBMISSION OVERVIEW**

4. **Q(&A) SESSION**

5. **NETWORKING**

INTRODUCTIONS (COUNTY)

Lovell Laurente, Procurement & Contracts Specialist
General Services Agency - Procurement
(510) 208-9621
lovell.laurente@acgov.org

INTRODUCTIONS (VENDORS)

- **Name**

- **Company**

- **SLEB/Local Status**

- **Bidding as Prime or Subcontractor**

RFP OVERVIEW

INTENT, BACKGROUND, SCOPE, and REQUIREMENTS

EXHIBIT A – BID RESPONSE PACKET

EXHIBIT B – BUDGET FORM (Excel)

RFP (highlights)

INTENT (p. 10)

ACPD is seeking a Contractor to operate its Center of Reentry Excellence (CORE). The CORE is a collaborative, multi-service, one-stop re-entry center that…centraliz[es] resources for Clients. The Contractor will also coordinate and host Client Resource Forums (CRF)–an event where clients re-entering the community can connect with a network of Skilled Providers at one time and place.

The initial contract is intended to be for a two-year period.

RFP (highlights)

INTENT (p. 10-11)

Primary functions of the CORE:

1. Welcoming, Trauma-Informed, Holistic Learning Environment

2. Collaborative Relationships

3. Participant Support

4. Co-Location of Services

5. Community Outreach

6. Client Resource Forums (CRF)

RFP (highlights)

BACKGROUND (p. 12)

- **Additional information regarding the CORE was discussed on March 21, 2022 at the CCPEC's regularly scheduled meeting. Click [here](#) to view a recording of the meeting.**

- **Additional information regarding the Client Resource Forums was discussed on May 20, 2019 at the CCPEC's regularly scheduled meeting. Click [here](#) for more information regarding this discussion.**

RFP (highlights)

SCOPE (p. 13)

Startup Time / Time is of the Essence:

- Contractor will be allowed start up time…to secure and prepare the CORE sites…[and must] be ready to open the CORE doors and allow Clients to start receiving services at both the primary CORE site and the Satellite Site on or before May 1, 2023.

- Time is of the essence…therefore, any contract entered into as a result of this RFP will be contingent on the Contractor's ability to have all sites open and ready to receive Clients on or before May 1, 2023.

RFP (highlights)

SCOPE (p. 15)

Number of Clients to be Served:

- The CORE/Contractor must be able to serve all eligible Clients.

- The total number of Realignment eligible Clients fluctuates, but currently there are approximately 6,000 Clients.

- The current CORE has served an average of 89 clients a month over the first quarter of 2022 (see Exhibit C).

RFP (highlights)

SCOPE (p. 15)

Number of Clients to be Served (continued):

- **HOWEVER, with the restructuring of the CORE, the number of Clients utilizing the CORE is expected to significantly increase.**

- **The number of people utilizing the CORE on a monthly or annual basis is unknown.**

- **ACPD estimates the CORE will serve approximately 200 guests per month.**

- **Contractor must be able to accommodate for increases in population with the potential for growth in the future.**

RFP (highlights)

SCOPE (p. 15)

Geographic Distribution of Services:

- Contractor must serve the entire County and have at least two CORE sites: a primary facility in Oakland and a Satellite Site in either Hayward or San Leandro.

- Oakland facility must be in a location with access to public transit that is welcoming to the Realigned population.

- The Satellite Site(s) may be the Contractor's site, or a site made accessible to the Contractor through community partnerships.

- All locations must be pre-approved by ACPD before services can begin.

RFP (highlights)

SCOPE (p. 16-19)

E. GENERAL PROGRAM REQUIREMENTS

1. Alameda County's Philosophy of Second Chances
2. Individualized Support
3. Strength-Based, Culturally Responsive Service Delivery
4. Client-Driven Programs and Services
5. Healthy Living Framework
6. The Fundamental Principles of Evidence-Based Correctional Practice
7. Trauma-Informed Care (TIC)
8. Gender Responsive Services
9. Relationships are the Intervention

RFP (highlights)

SCOPE (p. 19-21)

F.   FACILITY REQUIREMENTS

    1. CORE Locations
    2. Facility Maintenance
    3. Americans with Disabilities Act (ADA) Compliance
    4. Security and Supervision
    5. Safety Protocols
    6. One-Stop Shop Framework
    7. Safe and Welcoming Therapeutic Space
    8. Days and Hours of Operation

RFP (highlights)

SCOPE (p. 21-24)

G. SPACE REQUIREMENTS

1. Space for and Coordination of Rotating Co-Located Service Providers
2. Designated Space for Permanent On-Site Co-Located Service Providers
3. Dedicated Space for Classes, Workshops, Meetings, etc.
4. Designated Space for the CORE's Onsite Direct Participant Services

RFP (highlights)

SCOPE (p. 21-24)

G. SPACE REQUIREMENTS (continued)

5. <u>Optional</u> Space for Onsite Direct Client Services
Dedicated space for the following services is desired, but not required:
- Laundry services – washing machine(s) and dryer(s).
- Access to bathing facilities or mobile shower program.

5. <u>Optional</u> Space for Client Resource Forums (CRF)
Contractor may hold the Client Resource Forums at CORE sites or any other locations in the County with adequate space to hold a minimum of 100 people. The locations of the CRFs may vary, but there should be at least one CRF held in Oakland and one in Hayward or San Leandro each quarter.

RFP (highlights)

SCOPE (p. 24-33)

H. SPECIFIC PROGRAM REQUIREMENTS

1. Community Engagement
2. Connection to the Community
3. Extensive Knowledge of Available Resources
4. Ambassador Program
5. Coping and De-escalation Skills
6. Incentives
7. Transportation
8. Mandatory Onsite Direct-Client Services (food, clothes, computer lab)

RFP (highlights)

SCOPE (p. 24-33)

H. SPECIFIC PROGRAM REQUIREMENTS (continued)

9. **Optional Onsite Direct-Client Services Offered by the CORE**
10. **Workshops and Classes**
11. **Accessible Schedule**
12. **Client Resource Forums**
13. **Listening Sessions/Focus Groups**
14. **Case Consultation**

RFP (highlights)

SCOPE (p. 33-35)

I.   OUTREACH AND ENGAGEMENT REQUIREMENTS

    1. Marketing & Outreach
    2. Celebrate Success
    3. Incorporation of Participant/Community Feedback

RFP (highlights)

SCOPE (p. 35-37)

J. ADMINISTRATIVE REQUIREMENTS

1. Administration and Fiscal Management
2. Referral Process
3. Participant Release/Consent to Release Information
4. Funding Acknowledgment
5. Equipment Inventory
6. Program Evaluations

SCOPE (p. 37-43)

K. STAFFING REQUIREMENTS

1. Representation of the Justice Involved on Staff
2. Staff Background Checks
3. Job Descriptions
4. Staff Retention and Development
5. Minimum Required Staff
   a. Program Director (1.0 FTE)
   b. Site Administrator (1.0 FTE)
   c. Reentry Care Coordinators (3.0 FTE)
   d. Peer Support Staff (2.0 FTE)
   e. Reception Staff (1.0 FTE)
   f. Quality Assurance and Data Administrator (0.5 FTE)

RFP (highlights)

SCOPE (p. 43-49)

L. DATA COLLECTION REQUIREMENTS

1. **Utilization Data**
2. **Achieving Goals, Early Exits, and/or Discharge Data**
3. **Justice Involved Staff**
4. **Equipment Inventory**

M. PERFORMANCE MEASURES

1. **Performance Measures**
2. **Corrective Action Plan (CAP)**
3. **How Much Was Done** (Performance Measures 1 – 11)

RFP (highlights)

SCOPE (p. 49-51)

N. REPORTING REQUIREMENTS

1. Enterprise Supervision Reporting
2. Monthly Reports
3. Quarterly Reports and Annual Reports

RFP (highlights)

SCOPE (p. 51-52)

O. OTHER REPORTING REQUIREMENTS

1. Non AB109-funded Transition Services
2. Alcohol and Drug Use Policy
3. Equipment Inventory
4. Individual Data
5. Final Activity Report
6. Record Inspection
7. Contract Management Audits

EXHIBIT A – BID RESPONSE PACKET

<SWITCH DOCS>

RFP (Evaluation Criteria Table)

(p. 56-59)

	Evaluation Criteria	Weight
A.	Completeness of Response	Pass/Fail
	Debarment and Suspension	Pass/Fail
B.	Cost	20 Points
C.	Organizational History, Capacity, and Staffing	20 Points
D.	Description of Proposed Services	30 Points
E.	Implementation Plan and Schedule	15 Points
F.	References (See Exhibit A – Bid Response Packet)	5 Points
G.	Site(s) and Site(s) Visit	10 Points
H.	Vendor Interview Vendor Interview may be used to revise/inform scores of criteria above.	
SMALL LOCAL EMERGING BUSINESS PREFERENCE		
	Local Preference	5%
	Small and Local or Emerging and *Local* Preference	5%

EZSourcing

https://ezsourcing.acgov.org/

EZSourcing

❑ *Bidders <u>must</u> upload an electronic copy of their proposal. The County prefers the electronic copy to be in a single file (PDF with OCR preferred), and shall include the Exhibit A – Bid Response Packet and all additional required documentation and submittals.*

❑ **Maximum single file size is 20MB. If your PDF file is near 20MB or greater, please break it up into smaller files. You can upload multiple files; however, no single file can be greater than 20MB.**

❑ **The County <u>*strongly suggests*</u> Bidders upload their proposals <u>*24 hours BEFORE*</u> the bid response deadline.**

EZSourcing

https://ezsourcing.acgov.org/

❑ After you upload ("Upload Documents Here") your proposal, make sure to "View" it to ensure it is complete.

  ■ The County cannot view any attachments nor verify there is an attachment.

❑ After you hit the "Submit Bid" button:

  ■ Submitter will received a "Bid Notification" email detailing the number of files.

  ■ You *can* go back into your event to "View" your uploaded submittal again to verify completeness, <u>but please hit "Submit Bid" again</u>.

❑ If you see a spinning wheel, wait for it to stop before doing anything else.

❑ "Save for Later" vs. "Submit Bid"

Revised Q(&A) Format

- **Only questions submitted via email (lovell.laurente@acgov.org) by the deadline (10/20/2022 @ 5:00 p.m.) will be addressed in a Q&A document.**

- **To keep answers consistent for all potential Bidders, the Q&A document will contain the official responses for all questions and answers.**

- **You may ask questions during the Q&A session, and if the answer can be easily and readily found in the RFP, we will try to let you know; otherwise, only questions submitted by email will be answered and included in the Q&A document.**

Revised Q(&A) Format

The County still encourages you to ask questions…

- **To create necessary dialogue**

- **To allow the Client Department to listen and understand where additional specs or clarifications are needed**

- **To understand why your question is important and how the answer will impact your ability to respond**

Q&A Session

► If you are going to ask a question verbally, please state your name and the company you represent prior to asking each question

► Keep questions relevant to the bid

► When possible cite the page number, section, and item number

► Ask one question at a time

► Do not talk over anyone

► Avoid Acronyms

Only questions submitted via email by the deadline (10/20 @ 5:00 p.m.) will be addressed in a Question and Answer (Q&A) document

Any answers and/or information provided today is subject to change. The Q&A document will contain the County's official responses to questions, and an Addendum will be released if there changes to any requirements/specifications.

CALENDAR OF EVENTS

EVENT	DATE/LOCATION
Questions Due	**October 20, 2022 by 5:00 p.m.**
List of Attendees/Vendors Issued	**October 24, 2022**
Q&A Issued [only if applicable]	**November 7, 2022**
Addendum Issued [only if applicable]	**November 7, 2022**
Bid Proposal/Response Due **EZSourcing Supplier Portal**	**December 8, 2022 by 2:00 p.m.** **https://ezsourcing.acgov.org**
Vendor Interviews	**Week of January 9, 2023**
Contract Start Date	**March 1, 2023**

NOTE: All dates are tentative and subject to change.

FINAL REQUEST

If, for any reason and any time, <u>YOU DO NOT INTEND ON SUBMITTING A BID RESPONSE</u>, please email me and let me know why…

- Is the timeline too short?
- Are the program requirements too restrictive or unrealistic?
- Is there a barrier that is preventing your from submitting a response (e.g., a minimum qualification, a requirement you cannot meet, etc.)?
- Do you not have the capacity?

RFP No. 902102
CORE

Lovell Laurente, Procurement & Contracts Specialist
(510) 208-9621 • lovell.laurente@acgov.org

SLEB Information

Auditor-Controller's Agency, Internal Audit Division:
acslebcertification@acgov.org

Office of Acquisition Policy (OAP):
Ratha Chuon, Contract Compliance Officer
(510) 208-9617; ratha.chuon@acgov.org

Strategic Sourcing

Registration Help; Bid Submittal Help; Forgot Login; Account locked

Primary: **(510) 208-9600** (ask for Strategic Sourcing Assistance)
Secondary: (510) 272-3744 (only for locked accounts)

thank YOU FOR COMING!