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

**ONLINE BIDDING PROCESS**

1. Please read **EXHIBIT A – Bid Response Packet** carefully; **INCOMPLETE BID PROPOSALS MAY BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date. Successful uploading of a document does not equal acceptance of the document by Alameda County.
2. Excel Bid Form(s) must be submitted online through Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/).
3. The following pages require confirmation, declaration, and/or a signature. These must be either: (1) be printed and have original signature(s); or (2) be digitally signed via a DocuSign, CongaSign, or other verifiable independent electronic signature service. All signatures must be by an individual authorized to bind the Bidder. These pages must then be uploaded through the Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/) as part of the Bidder’s proposal:
4. Exhibit A – Bid Response Packet, BIDDER ACCEPTANCE
5. Exhibit A – Bid Response Packet, DEBARMENT AND SUSPENSION CERTIFICATION
6. Exhibit A – Bid Response Packet, SLEB INFORMATION SHEET
   1. [Must be signed by Bidder](#Prime_Bidder_Signature); and
   2. [Must be signed by SLEB Partner](#SLEB_Sub_Signature) IF subcontracting to a SLEB

.

**COUNTY OF ALAMEDA**

REQUEST FOR PROPOSAL No. 902102

**for**

AB109 Direct Services: Center of Reentry Excellence (CORE)

|  |
| --- |
| **For complete information regarding this project, see** **Request for Proposal (RFP) 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/>  **You may also contact the County representative listed below. Thank you for your interest!**  **Contact Person: Lovell Laurente, Procurement & Contracts Specialist**  **Phone Number: (510) 208-9621**  **Email Address:** [**lovell.laurente@acgov.org**](mailto:lovell.laurente@acgov.org)  **General Services Agency (GSA) – Procurement** |

**RESPONSE DUE**

by

**2:00 p.m.**

on

**December 8, 2022**

through

**Alameda County, GSA – Procurement**

[**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/)

<https://ezsourcing.acgov.org/>

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 PROPOSAL No. 902102

AB109 Direct Services: Center of Reentry Excellence (CORE)

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Request Issued** | **October 6, 2022** |
| **Networking/Bidders Conference**  **via** [**MICROSOFT TEAMS MEETING**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MmMyNTU2ODctOTVmOC00MzU5LThiMGYtZDcwZGFhOWY4YzU0%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%228b754605-0b37-473e-a86e-e6020215b01b%22%7d)  **Meeting ID: 286 356 272 983  Passcode: ZwSrtS** | **October 19, 2022 @ 10:00 a.m.**  **Join on your computer or mobile app**  [**Click here to join MICROSOFT TEAMS MEETING**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MmMyNTU2ODctOTVmOC00MzU5LThiMGYtZDcwZGFhOWY4YzU0%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%228b754605-0b37-473e-a86e-e6020215b01b%22%7d)  **Or call in (audio only): (415) 915-3950**  **Phone Conference ID: 710 396 844#** |
| **Written Questions Due via Email:**  [**lovell.laurente@acgov.org**](mailto:lovell.laurente@acgov.org) | **October 20, 2022 by 5:00 p.m.** |
| **List of Attendees** | **October 24, 2022** |
| **Questions &Answers Issued** | **November 7, 2022** |
| **Addendum Issued** [only if necessary to amend RFP] | **November 7, 2022** |
| **Response Due and Submitted through** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/) | **December 8, 2022 by 2:00 p.m.** |
| **Evaluation Period** | **December 8, 2022 – January 19, 2023** |
| **Vendor Interviews (if requested)** | **Week of January 9, 2023** |
| **Notice of Intent to Award Issued** | **January 20, 2023** |
| **Board Consideration Award Date** | **February 28, 2023** |
| **Contract Start Date** | **March 1, 2023** |

***NOTE: All dates are tentative and subject to change. All times are local Pacific time zone.***

|  |  |
| --- | --- |
| ***Alameda County Vendor Outreach*** | |
| Wednesday, October 26, 2022  10:30 a.m. – 11:30 a.m. (tentative)  ***ATTEND ONLINE:***  [**Vendor Outreach**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTcwODZiMDctYzdmNi00ZTgxLWJhOTUtMjAyZTRkMWQxMTg4%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22338906a1-74a0-4066-b6d5-051f1847307a%22%7d)  Call-in: +1 415-915-3950  Conference ID: 504 517 635# | ***COME MEET ALAMEDA COUNTY’S***  ***PROCUREMENT TEAM!***  While not specific to any RFP, this public event is where vendors can speak with GSA professionals, get to know them, and learn more about contracting opportunities with the County.  These are usually conducted on Wednesdays. Dates and locations can be confirmed by checking online at:  [**Upcoming Events**](https://gsa.acgov.org/do-business-with-us/upcoming-contracting-events/)  [<https://gsa.acgov.org/do-business-with-us/upcoming-contracting-events/>] |

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 902102

SPECIFICATIONS, TERMS & CONDITIONS

for

**AB109 Direct Services: Center of Reentry Excellence (CORE)**

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ATTACHMENTS

Exhibit A – Bid Response Packet

Exhibit B – Contracted Programs & Services Available for AB-109 Eligible Adults

Exhibit C – Current CORE Usage Data

# GLOSSARY OF TERMS

| TERM | DEFINITION |
| --- | --- |
| ACPD | Alameda County Probation Department |
| Ambassador | Graduates from CORE (or other ACPD contracted programs) that are engaged to support Participants with Program outreach and the enrollment/intake process, facilitate retention groups and other activities. Ambassadors are not CORE Staff. |
| Best Practice | A procedure that has been shown by research and experience to produce optimal results that is established or proposed as a standard suitable for widespread adoption. |
| Bidder | Individual or organization responding to this RFP. |
| Broadly | Widely and openly; connections made with the community must be diverse. Contractor is expected to connect with various resources that Participants can benefit from whether or not their services are directly focused on the reentry population and develop pathways for the Reentry population where they otherwise do not exist. |
| Care Coordinator | Trained staff responsible for helping identify appropriate treatment resources/services while guiding Participants and DPOs through recommended systems of care. Care Coordinators will maintain working relationships with skilled professionals (e.g., AB109 contracted and non-contracted community providers) equipped to address the Client’s dynamic needs. They will use these working relationships to coordinate linkages and resources. Care Coordinator differs from case manager as the purpose is to coordinate a successful service connection rather than maintaining ongoing relationships and/or intensive management of the Client’s case. The DPO is the primary case manager. |
| Client | For the purposes of this RFP, a Client (versus Participant) is a person that is Realignment eligible. Whereas a Participant is active to and receiving services from the CORE Program. |
| Client-Driven | Client-Driven means the Client has the primary decision-making role in identifying his/her needs, preferences and strengths, and a shared decision-making role in determining the services and supports that are most effective and helpful for him/her. |
| Cognitive Behavioral Intervention (CBI) | There are various models of Cognitive Behavioral Intervention which are evidence-based and are proven to have positive results when working with justice involved populations. All CBI models provide a process by which individuals examine the interaction between their thoughts, feelings, and responses to cultivate patterns which lead to more productive outcomes. |
| Co-locate or Co-location | Share a location or facility with someone (or something) else. |
| Contracted Providers | Contracted Providers are providers who hold an AB109-funded ACPD managed contract. Non-Contracted Providers are providers that do not hold an AB109-funded ACPD managed contract. |
| Contractor | The Successful Bidder who enters into the Contract to provide services pursuant to this RFP. |
| County | County of Alameda |
| Culturally Responsive | For the purposes of this RFP, Culturally Responsive refers to the need for individuals servicing the Realignment population to understand that identities are complex — that even in sameness there is difference — and that although a provider will never be fully competent about the evolving and dynamic nature of an individual’s experiences the provider will actively engage in opening up conversations in a way that genuinely attempts to understand a person’s identities related to race and ethnicity, gender, sexual orientation, socioeconomic status, education, social needs, and others. Being Culturally Responsive gives staff the ability to understand and respect values, attitudes, beliefs, and other cultural differences, and to consider and respond appropriately to these differences in planning, implementing, and evaluating programs and interventions. |
| Direct Connection or  Direct Linkage | This is a process by which Participants are referred and connected to Service Providers. Direct Connections/Linkages are intended to increase access to sustainable resources and may include in-person introductions to Service Providers, attending services together, providing transportation or follow up to determine Participant engagement. The appropriate level of support is determined by the Participant’s preference, their capacity, and the type of service. |
| DPO | Deputy Probation Officer |
| Dynamic Factors | Previously referred to as “criminogenic needs,” Dynamic Factors are drawn from individual assessments and other sources to determine, with Client input, their primary goals and needs. These Dynamic Factors impact the Clients’ ability to reconnect and integrate into the community. The factors are dynamic in that they can emerge at different times and various areas in the life of a Client. An important aspect of re-entry work is to determine which Dynamic Factors are the most imperative to address and provide appropriate services. |
| Enterprise Supervision™ (Formerly Tyler Supervision) | A web-based data management system that allows DPOs to coordinate, communicate, record, and track each step of a Client’s Supervision process. It assists with Client management (referrals, Program participation, court appointments, etc.), tracks communication with Client and providers, and allows data and performance to be tracked. Enterprise Supervision™ will also act as a Provider Portal. |
| Evidence-Based Practices (EBP) | Evidence-Based Practices (EBP) refers to the use of data and research that have been shown to be effective in reducing risk and Recidivism. |
| Family-Focused | A system of care that involves the family or other natural supports of a Participant in the process of assessment, identifying treatment options, and developing a treatment plan that is based on and adapted to the Participant’s individual needs. |
| Fiscal Year | For the purpose of this RFP, the fiscal year begins on July 1 of each year, and ends the following year on June 30. |
| Food Voucher | For the purposes of this RFP, a Food Voucher is a gift card, certificate, or other non-cash item that will allow the Participant to get food at an off-site location. |
| Gender Responsive | Gender Responsive/Responsiveness refers to outcomes that reflect an understanding of gender roles and inequalities, and which make an effort to encourage equal participation and equal and fair distribution of benefits. Contractor must create an environment that reflects recognition of an individual’s Lived Experiences based on their sexual orientation, gender identity, and expression (SOGIE). Programming and staff must respect, validate, and support all persons according to the Clients’ identification and experience. |
| Justice Involved | For the purposes of this RFP, Justice Involvement refers to anyone who has first-hand experience in the criminal justice system due to being convicted or incarcerated, including individuals who have been under formal or court supervision. |
| Lived Experience | Lived Experience refers to having first-hand experience, instead of, or in addition to, formal education or training around an issue or condition. |
| Nutritious | For the purposes of this RFP, Nutritious refers to a balanced mix of healthy, whole foods that provide the nutrients needed to sustain the body’s well-being and retain energy.  Whole foods are generally characterized as foods that have not been processed, refined, or had ingredients added to them. Whole foods include fruits, vegetables, legumes, nuts, seeds, whole grains, meat, fish and eggs. |
| Participant | An individual who is receiving services and/or resources at the CORE. |
| Coordinated Reentry Services Program (CRSP) | This is a working title for a forthcoming AB109 RFP. The contracted provider resulting from this RFP will provide pre-release and discharge planning, as well as case management services to Realignment eligible Clients/Participants. This provider will partner with CORE and be Co-located at the CORE site(s). |
| Provider Portal | The web-based computer application that allows Service Providers to coordinate, communicate, record, and track each step of a Participant’s process. It assists with Client management (referrals, Program participation, exits), tracks communication with DPOs, and allows data to be pulled and performance to be tracked. Currently, the Provider Portal is within Enterprise Supervision™; however, ACPD has the right to change the data management program utilized. |
| Racial Trauma | Racial Trauma or Race-Based Traumatic Stress (RBTS) refers to the mental and emotional injury caused by encounters with racial bias and ethnic discrimination, racism, and hate crimes.  Racial Trauma can be caused by one acute experience of racism (e.g., sexual and racial harassment in the workplace) or by numerous, more subtle forms of racism that accumulate over time (e.g., racial microaggressions).  Racial Trauma can also be caused by both experiences of overt racism and covert racism. Overt racism describes instances of racism that occur on a person-to-person basis; it is the form of racism that people are more used to labeling as “racist” (e.g., one person yells racial slurs at another person). Covert racism occurs on a policy, institution, and/or society level; it is often more difficult for people to identify covert racism (e.g., high school students only being taught a European account of history in a history class). |
| Realignment | Assembly Bill 109, the California Public Safety Realignment Act of 2011. |
| Recidivism | Recidivism is defined by the Board of State and Community Corrections as conviction of a new felony or misdemeanor committed within three years of release from custody or committed within three years of placement on Supervision for a previous criminal conviction. |
| Reentry | For the purposes of this RFP, Reentry refers to all people living in Alameda County who have had contact with the criminal justice system. When not capitalized, the action or process of re-entering something. |
| Satellite Site | For the purposes of this RFP, Satellite Sites are locations beyond the primary CORE location in Oakland where Participants can access CORE services. This RFP mandates a Satellite Site in either Hayward or San Leandro. |
| Service Provider | Individuals, groups, and organizations—including County-operated programs—that deliver services to the Reentry population. |
| Skilled Provider or  Skilled Service Provider or  Skilled Community Provider | Community based and/or Service Provider knowledgeable in a specific service area or topic. Skilled Providers selected as CORE partners should represent the dynamic needs and pro-social development of Participants and their families. Skilled Providers include those contracted through ACPD to deliver AB109-funded services, as well as other County and community programs/providers who are not currently contracted with ACPD. |
| Staff | Individuals working directly for or under the Supervision of the Bidder (or Contractor), including employees, agents, subcontractors, volunteers, and all others. |
| Successful Bidder | The Bidder that will be recommended for award of the contract to provide services pursuant to this RFP; also referred to as Contractor |
| Supervision | A person’s term of court-ordered probation, parole, or other justice-involved Supervision, like that of Pre-Trial services. |
| Therapeutic Environment | Refers to an environment in which location aesthetics, Participant encounters and engagement, interactive and peer-led Staff, and dynamic service delivery promotes the feeling of safety, dignity, respect, and intrinsic motivation for Participants. Such an environment encourages trust, bonding, safety, and connection. Therapeutic Environments are Trauma-Informed and Gender Responsive. |
| Trauma-Informed or  Trauma Informed Care | Evidence-based practices that are based on the knowledge and understanding of trauma and its far-reaching implications. Trauma-informed care means treating a whole person, considering past trauma and the resulting coping mechanisms when attempting to understand behaviors and work with each Participant. |
| Warm Handoff | Warm Handoff is a referral approach in which a provider uses face-to-face or telephone contact to directly link individuals to other providers or specialists, if possible, in the presence of the Participant. |

# STATEMENT OF WORK

## INTENT

The Alameda County Probation Department (ACPD) is seeking proposals from qualified Bidders to operate ACPD’s ***Center of Reentry Excellence (CORE)***. The CORE is a collaborative, multi-service, one-stop re-entry center that serves as a hub dedicated to the re-entry success of Alameda County justice involved populations by centralizing resources for Clients. In addition, the Successful Bidder 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.

It is the intent of this RFP to describe the CORE, as well as describe the requirements and expectations of the ideal vendor that will administer and manage operations at the CORE as requested and directed by ACPD.The County intends to award a two-year contract to the Bidder whose response conforms to the RFP and meets the County’s requirements. The County, in its sole discretion, may opt to renew the contract for an additional three years in increments of its choosing.

* + 1. **Description of CORE**: The CORE is a one-stop shop resource hub that offers comprehensive and diverse onsite options to address varying Participant needs. The Successful Bidder will administer and manage the operations at the CORE. They will oversee the one-stop shop and drop-in center to facilitate barrier removals as well as provide a welcoming space where Clients can receive recommendations and connections to Service Providers, attend workshops and community events, and offer a safe place for Service Providers to co-locate and connect directly with Clients. The CORE also supports ACPD’s community outreach, relationship building, and engagement efforts. The primary functions of the CORE program and the responsibilities of the Contractor are summarized below:
       1. **Welcoming, Trauma-Informed, Holistic Learning Environment**: One of the goals of the CORE is to offer the resources, training, and relationships needed to change the patterns of behavior, thinking, and feeling that led to incarceration. The Successful Bidder will do this by creating an environment within the CORE that recognizes the Participant’s agency, offers events and workshops, and provides a community where Clients have the ability to connect to community resources. The Successful Bidder must ensure the CORE’s environment is warm, welcoming, Trauma-Informed, Culturally Responsive, and conducive to learning, where Clients feel comfortable accessing support and are empowered to make positive changes.
       2. **Collaborative Relationships**: The CORE serves as a bridge point between ACPD and Alameda County as a whole; as such, the Successful Bidder’s ability to develop and maintain strong, positive relationships with ACPD staff, local communities, and Service Providers is a critical component of the CORE.
       3. **Participant Support:** The CORE supports Participants and their families by offering a resource filled environment where Participants are able to identify and address their Dynamic Factors, confront barriers, and receive help reaching their goals. The Successful Bidder must ensure Participants have the support they need from the first point of contact with the program until they successfully transition off of Probation or they are otherwise no longer Realignment eligible.
       4. **Co-Location of Services**: The CORE Co-locates essential Service Providers for collaborative and holistic service delivery. The Successful Bidder is responsible for opening the CORE space to other providers and supporting those Co-located providers, including those providing health care services and CRSP.
       5. **Community Outreach:** The CORE isthe community outreach arm of ACPD. The Successful Bidder will work with ACPD and other Service Providers to identify eligible Participants and create partnerships both onsite and in the community. The CORE will also host events both at their facility and in the community.
       6. **Client Resource Forums (CRF):** The CORE will coordinate and host CRFs where the re-entry community can directly connect with a multitude of service providers and resources all in one location.

## BACKGROUND

* + 1. The term “realignment” refers to a process that shifts responsibility and funding for public services from the state to local governments (e.g., counties). In 2011, the CA State Assembly passed Assembly Bill 109 (AB 109), the *California Public Safety Realignment Act of 2011*, commonly referred to as Realignment.
       1. Realignment shifted the responsibility for a substantial number of non-serious, non-violent, non-sexual felony offenders from the State to counties; expanded the role of the Community Corrections Partnership (CCP); and established a CCP Executive Committee (CCPEC).
       2. Realignment also provided an ongoing revenue source to counties so they have the resources needed to implement public safety measures that promote successful re-entry thereby reducing Recidivism, which is one of the goals of Realignment.
          1. In 2014, the Alameda County Board of Supervisors dedicated 50% of the AB109-funding received from the state to local Community Based Organizations (CBOs). That funding is used to contract with local CBOs that provide resources and programs that address a Client’s risk and needs, and promote safety for the community and success for the Participant.
          2. Additional information regarding the CORE was discussed on March 21, 2022 at the CCPEC’s regularly scheduled meeting. Click [here](https://acgovt-my.sharepoint.com/:v:/g/personal/jagrigsby_acgov_org/Ec0BC18XgiRChrxFkMoXubMBaQtoBxDzZenI1SZ7iZcNZg?e=2b2al4) to view a recording of the meeting.
          3. Additional information regarding the Client Resource Forums was discussed on May 20, 2019 at the CCPEC’s regularly scheduled meeting. Click [here](https://probation.acgov.org/calendar/details.page?year=2019&id=2018-12-21%2015:40:16.587&name=community-corrections-partnership-executive-committee-meeting) for more information regarding this discussion.

## BIDDER MINIMUM QUALIFICATIONS

* + 1. A Bidder may be a single vendor that provides services, or a consortium/coalition of vendors working collaboratively to provide services. Collaborating vendors must name a single, lead prime Bidder that will submit on behalf of all the collaborating vendors. The prime Bidder must coordinate all fiscal and administrative duties as needed to provide services under the contract resulting from this RFP. This lead prime Bidder will be responsible and held accountable for the implementation of the CORE Program if a contract is awarded based on its bid proposal.
    2. The Bidders must demonstrate a minimum of three years of experience providing programs to adults in all the following areas:
       1. Experience Operating a Community Hub/Multi-Service Center: Operating, managing, and/or administering services at a community multi-service center or resource hub. This includes on-site service delivery and service coordination with multiple resources and providers such as housing, health and wellness, life skills, and other re-entry needs.
       2. Experience Working with the Reentry Community: Working with individuals under probation Supervision and addressing their holistic needs inclusive of housing and family stability, health and wellness, and community risks.
       3. Experience with Relationship Building and Community Engagement: Partnering and collaborating with law enforcement, Service Providers, resources, and local communities throughout Alameda County.
       4. Experience Assessing Needs and Connecting Clients to Services: Assessing immediate service and barrier removal needs, collaborating with providers, and providing recommendations for services to address Client’s barriers and individualized goals.
    3. If bidding as a collaboration, the minimum years of experience must be met by the lead prime Bidder.
    4. Bidder shall possess all permits, licenses and professional credentials necessary to supply product and perform services as specified under this RFP.
    5. Bidder must be a local provider based in Alameda County. The County is requesting that Vendors be local to Alameda County because the provider needs to understand the community they are serving. Services requested under this RFP are to be provided to Clients who primarily reside in Alameda County and need to be able to access resources locally. To meet this requirement, Bidders must meet the following qualifications:
       1. Bidders must have a fixed street address within the County for a minimum of six (6) months prior to the issue date of this RFP; and
       2. Bidders must hold a valid business license issued by the County or a city within the County.

## SCOPE

* + 1. **Period of Performance:** The initial term of the contract will be two-years (24 months).
       1. Startup Time: Contractor will be allowed start up time from the contract start date and service start date to secure and prepare the CORE sites to meet the requirements laid out in this RFP; to hire and train staff; to make arrangements with Co-located providers; and otherwise, 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.
       2. Service Period: Contractor must have the primary CORE site in Oakland and a Satellite Site(s) in Hayward and/or San Leandro and all services as detailed in this Request for Proposal open and available for Clients on or before May 1, 2023. Contractor’s service period will run from the end of the startup time through the end of the contract term.
       3. Time is of the Essence: Contractor must have all CORE sites and services as detailed in this Request for Proposal open and available to Clients on or before May 1, 2023. Time is of the essence in respect to Clients having access to CORE services including, but not limited to, the CRSP services that will be housed in the CORE. Therefore, any contract entered into as a result of this RFP will be contingent on the Contractor’s ability to have the primary CORE site in Oakland and the Satellite Site in Hayward or San Leandro open and ready to receive Clients on or before May 1, 2023.
    2. **Fee Structure**
       1. The fee structure of the awarded contract will be cost reimbursement.
       2. Contractor must obtain written approval from ACPD prior to purchasing and invoicing any item in the amount of $500 or greater.
    3. **CORE Participants:** As a one-stop shop and resource hub, individuals may utilize the CORE and/or require onsite services immediately upon release from incarceration, throughout the course of their Supervision, during adverse events, and/or when transitioning off of Supervision. Only Realignment eligible individuals may receive AB109-funded CORE services.
       1. Realignment Eligibility: Realignment eligibility may be changed by ACPD at any time. Contractor must be willing to work with ACPD to revise services to accommodate any changes. Currently, the following categories of individuals are eligible for AB109-funded services:
          1. Post-Release Community Supervision (PRCS): Individuals released from prison for non-serious and non-violent offenses and are not classified as high-risk sex offenders.
          2. Penal Code 1170(h) Eligible: Individuals charged and under Supervision with an 1170(h)-eligible offense, including:

Individuals sentenced to local prison and placed on mandatory Supervision.

Individuals granted deferred entry of judgement in lieu of an AB109 eligible offense.

* + - * 1. Formal Probation: Individuals on formal probation.
        2. Pre-trial Status: Individuals on pre-trial status.
        3. Specialty Court Felons: Individuals with felony convictions in specialty courts.
        4. CA Assembly Bill (AB) 1950 Probation: Clients whose probation was terminated early due to the retroactive application of AB1950 may receive services for up to one-year after their grant of probation terminates.
      1. ACPD Client Demographics: The following link provides access to public databases containing demographic information, including age, race, gender and city of residence in addition to the number of adults supervised by ACPD, Supervision type and facility:

<https://probation.acgov.org/researchdataevaluation.page>.

* + 1. **Number of Clients to be Served**: The CORE will be a resource for all Clients; as such, the 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). 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.
    2. **Geographic Distribution of Services**: The CORE must be readily accessible to all Realignment eligible Clients regardless as to where in the County they reside. The Contractor must address Participant’s transportation needs (beyond transit passes, this may include Client’s competency to use public transit, logistics of acquiring a car and insurance, carpooling opportunities, childcare near transit lines, etc.) to ensure all Realignment Clients have access to the CORE.
       1. 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.
          1. The Contractor’s primary Oakland CORE facility must be in a location with access to public transit that is welcoming to the Realigned population and is a location where the CORE can be viewed as a community hub.
          2. In addition to the primary site, Contractor must have the ability to provide services at a Satellite Site in either Hayward or San Leandro. The Satellite Site(s) may be the Contractor’s site, or a site made accessible to the Contractor through community partnerships.
          3. In addition to the Satellite Site in Hayward or San Leandro County, the Contractor may have additional Satellite locations throughout Alameda County where Clients may access CORE services.
          4. All locations must be approved by ACPD before the Contractor may receive Clients at that location.
       2. ACPD reserves the right to and may, during the term of this contract, relocate the CORE to other County-provided locations within Alameda County with 120 days’ notice given to the Contractor.

## GENERAL PROGRAM REQUIREMENTS

* + 1. **Alameda County’s Philosophy of Second Chances**: ACPD believes mistakes and setbacks are a natural part of recovery and rehabilitation. ACPD understands that within a comprehensive accountability approach, Contractor may temporarily suspend access to CORE services for a Participant whose attitudes or behavior is unfit or unsafe for the environment. However, Contractor must use a timely restorative process to re-engage Participants safely and efficiently to allow them to regain access to the CORE. The goal is to hold Participants accountable and to reconnect them to service opportunities.
    2. **Individualized Support**: The Contractor must understand that no two Participants are alike and the challenges each Participant faces are unique. As such, the Contractor must use a flexible approach to providing services if Participants are to be successful.
    3. **Strength-Based, Culturally Responsive Service Delivery**: Contractor must ensure all CORE services are strength-based and responsive to the Participant’s gender identity, culture, and diversity. The Contractor must be Culturally Responsive and have the humility required to successfully serve the focus population. This competency spans not just race/ethnicity and language capacity but includes understanding and reflecting Clients’ shared experience of incarceration, as well as the unique experiences of sub-groups defined by gender, race, exposure to trauma (including Racial Trauma), immigration experience, mental health status, substance use, socioeconomic status and other factors. Contractor must deliver services using principles of risk-need-responsivity and in alliance with the Deputy Probation Officer (DPO) and Skilled Service Providers.
    4. **Client-Driven Programs and Services**: Contractor must provide onsite community-based services which are inviting, appealing, and relevant to Realignment Clients. To prevent the negative effects of oversaturation from Probation-specific programs and intensive interventions, the Contractor must provide access to Client-Driven programming and services.
    5. **Healthy Living Framework:** Contractor must infuse a healthy living framework into its Program model to address health concerns and holistic wellness. Healthy living broadly encompasses environmental justice, family stability, nutritional food access, connection to healthcare and medication, sleep, hygiene, identity formation, and social connections.
       1. The CORE Staff must approach care coordination and case consultation with a healthy living framework, maintaining consideration of Client’s holistic health and wellness inclusive of home and community environments.
       2. Contractor must collaborate with Skilled Providers to conduct onsite programming designed to promote and sustain healthy living. Examples include, but are not limited to, classes led by Public Health Departments, disaster preparedness, Food as Medicine access point, mindfulness, cultural healing practices, and opportunities for creative expression.
    6. **The Fundamental Principles of Evidence-Based Correctional Practice:** The principles of Evidence-Based Correctional Practices are established by the Office of Justice Programs and provide an outline for Best Practices in the field. There are six fundamental principles of Evidence-Based Correctional Practice that are widely accepted as strategies to reduce future criminal behavior. Contractor must incorporate the following principles into their services.
       1. **Risk-Need-Responsivity Framework (RNR):** Maintain a comprehensive system to establish risk screening and needs assessment. The actuarial assessment of Participants—in a reliable and valid manner—is essential for the effective Supervision and treatment of people returning from prisons, jails, and juvenile facilities. The levels of Supervision and services for individuals must be matched to individual risk and need.
          1. Risk: Match the level of service to the offender's risk of reoffending, based on static factors (e.g., age at first arrest, history of arrest, current age) and Dynamic Factors (e.g., substance abuse, antisocial attitudes). Higher-risk offenders should receive more intensive intervention.
          2. Need: Assess Dynamic Factors and target them in treatment. High-risk offenders should receive intensive treatment, while low-risk offenders should receive minimal or no treatment.
          3. Responsivity: Maximize the offender's ability to learn from a rehabilitative intervention by providing Cognitive Behavioral Interventions and tailoring the intervention to the learning style, motivation, abilities, and strengths of the offender.
       2. **Determine Dosage and Intensity of Services**: Higher-risk Participants require significantly more structure and services than lower-risk Participants.
       3. **Address Participant’s Greatest Dynamic Factors**: The greatest emphasis must be placed on addressing those needs that are most closely associated with criminal behavior. Certain Dynamic Factors (such as substance use, attitudes, peers and family, and employment status) have been shown to be particularly important factors in predicting future Recidivism and may be viewed as primary targets for intervention.
       4. **Prioritize High Risk and Needs**: Prioritize treatment resources for Participants who are at higher risk to recidivate.
       5. **Enhance Intrinsic Motivation**: Staff must be able to relate to Participants in interpersonally sensitive and constructive ways to enhance their intrinsic motivation. Research findings suggest that Motivational Interviewing or other cognitive behavioral communication techniques can effectively enhance the Participant’s desire to initiate and maintain behavior changes.
       6. **Cognitive Behavior Programming and Coaching**: Cognitive Behavioral Interventions have been shown effective with both adult and juvenile offender populations. These strategies are focused on changing the individual’s thinking patterns to change future behavior. The most effective interventions provide opportunities for individuals to practice new behavior patterns and skills with feedback from Staff. Contractor must infuse CBI interventions into their Program.
    7. **Trauma-Informed Care (TIC):** Contractor must design activities in such a way that prevents re-traumatization and creates a low anxiety atmosphere characterized by high levels of trust.
    8. **Gender Responsive Services:** Factors such as developmental age, gender, culture, mental health, cognitive abilities, motivation, and stability (e.g., housing) may influence an individual’s ability to benefit from services. Contractor must design activities in a way that creates an environment that responds to the realities of the lives of gender identified, trans, and non-binary individuals and addresses their strengths and challenges.
    9. **Relationships are the Intervention:** Contractor must ensure their relationships with Clients are a primary part of their intervention, as relationships should be part of the Contractor’s core business. The empathy and trust that develops between staff and a Client can motivate Clients to change their lives. Unfortunately, too many services are structured around tightly defined functions or processes which can stop practitioners from building relationships and responding to the real issues faced by those they support.
       1. Contractor must build in the flexibility needed to address Client’s immediate needs and the time necessary to build a relationship of trust.
       2. Contractor’s relationship with Client must help motivate the Client. Individuals are highly motivated by relationships, especially when the relationship includes the following five elements: (1) Expressions of Care – show the Participant that you like them and want the best for them; (2) Challenge Growth – insist the Participant try to continuously improve; (3) Provide Support – help the Participant complete tasks and achieve their goals; (4) Share Power – hear the Participant’s voice and let them share in making decisions; and (5) Expand Possibility – expand the Participant’s horizons and connect Participants to opportunities.

## FACILITY REQUIREMENTS

* + 1. **CORE Locations**:Contractor must serve the entire County and have at least two CORE sites – a primary location in Oakland and a Satellite Site in either Hayward or San Leandro. For more information about the location requirements see above, **Section D (SCOPE), Item 5.** ***Geographic Distribution of Services***.
       1. Contractor must secure, at minimum, two CORE locations – a primary CORE site in the city of Oakland and a second Satellite Site in either Hayward or San Leandro.
       2. The sites secured by the Contractor must be located in areas that are welcoming to Clients, suited to the needs of the reentry population, and easily accessible via public transit.
          1. Contractor must ensure sites meet all code requirements, including public health, fire marshal and America’s with Disability Act (ADA) compliance regulations.
          2. Contractor must secure sites that are cognizant of restrictions around potential Probation and Parole terms.
          3. All sites must be approved by ACPD before the Contractor may receive Clients at that facility.
       3. Contractor is responsible for all bills associated with the property; e.g., electric, water, sewer, etc.
       4. Contractor must provide everything needed to make the space operational, e.g., furniture, equipment, supplies, telephones, etc.
          1. Contractor must ensure that all CORE locations offer adequate tables (tables, desks, workstations, etc.), comfortable places to sit (chair, couch, etc.), and restroom access.
       5. Contractor must own or hold the lease on the primary Oakland CORE site. For the Satellite Site in Hayward or San Leandro, Contractor must provide a written agreement indicating approval to use the location.
          1. Contractor must provide a copy of the executed lease on an approved facility.
    2. **Facility Maintenance**: Contractor is solely responsible for facility maintenance and must ensure all repairs, ordinary or extraordinary, interior or exterior, structural or otherwise, in and about the Sites are made promptly. Neither ACPD nor the County are responsible for any such repairs or maintenance cost that exceed the amounts listed in the Budget Form.
    3. **Americans with Disabilities Act (ADA) Compliance**: Contractor is responsible for ensuring all CORE sites are accessible for all, including people with disabilities. Contractor must ensure compliance with all applicable regulations and rules of law including the ADA Standards.
    4. **Security and Supervision**: Contractor must ensure the CORE sites are safe and secure. Methods for ensuring a safe facility may include providing adequate supervision during hours of operation.
    5. **Safety Protocols**: To protect the safety of clients and Staff, Contractor must follow Federal, state, and local public health orders and adapt programming and events as necessary to continue providing services.
       1. Contractor must receive written approval from ACPD prior to instituting any policy that is more restrictive than the local public health orders, e.g., not allowing unvaccinated Clients to enter the CORE space or participate in CORE programming.
    6. **One-Stop Shop Framework:** Contractor must operate the CORE as a “One-Stop Shop.” One-stop shops are a model of service delivery where diverse needs can be met from multiple organizations in one, single location (e.g., care coordination, Cognitive Behavioral Interventions, mentoring, assistance with transportation, housing, and employment). The one-stop shop approach improves access and removes barriers by centralizing resources and providers in a welcoming environment that Clients can access throughout their time on Supervision.
       1. The Contractor must understand that the CORE may be a Client’s first point of community contact after release from incarceration and must provide access to essential services and resources.
       2. The Contractor must understand that the comprehensive programming and resources provided through the CORE must adapt to and address Clients’ common and unique Reentry needs.
    7. **Safe and Welcoming Therapeutic Space**: Contractor must maintain the CORE as a safe and welcoming Therapeutic Environment that intentionally avoids re-traumatization of Clients and/or Participants. The CORE environment must uplift Participant’s dignity, autonomy, agency, resilience, and community belonging. The CORE must maintain a warm and inviting physical environment where Clients and Participants feel comfortable and enjoy attending programming.
       1. Contractor must provide natural lighting, seating options, comforting music, and other aesthetic elements that will help make Clients feel welcome and comfortable in the space.
       2. Contractor must maintain a strength-based recovery lens with holistic focus on overall lifestyle changes that promote recovery as an ongoing process of cognitive change, skill development, and healing.
       3. Contractor must ensure the CORE is an open and welcoming environment where Clients feel welcome to drop-in during business hours to learn more about and get connected to available resources.
       4. Contractor must ensure an environment where alcohol and non-prescribed drug use is not tolerated.
    8. **Days and Hours of Operation**: Contractor must provide Program service/activities during standard business hours: Monday through Friday, 8:00 a.m. – 5:00 p.m. (except [County holidays](https://www.acgov.org/government/holidays.htm)) unless otherwise approved in writing by ACPD’s Community Outreach Director or their designee. Additionally, Contractor must be open to address Client needs and hold events beyond the standard business hours (Monday through Friday 8:00 a.m. – 5:00 p.m. Pacific).
       1. Contractor must identify and offer opportunities for evening (after 5:00 p.m.) and weekend classes at the primary CORE site in Oakland and at the Hayward or San Leandro Satellite Site. Contractor must support participant’s participation in evening and weekend programming.
       2. At the County’s request, Contractor must adjust their days and hours of service.
       3. During operating hours, Contractor must have reception staff available to greet Clients, log individuals entering the CORE, and connect and direct Clients to onsite providers and programs.

## SPACE REQUIREMENTS

* + 1. **Space for and Coordination of Rotating Co-Located Service Providers**: Contractor must have the space necessary, in the primary CORE facility, to, on a rotating basis, bring other organizations and Service Providers into the CORE. The Contractor must invite, coordinate, facilitate and host those rotating providers, including AB109 contracted providers.
       1. **Conflicts of Interest.** To maintain objectivity and avoid conflicts of interest, or the appearance thereof, ACPD reserves the right to approve all co-located and linkage partners.
    2. **Designated Space for Permanent On-Site Co-Located Service Providers.** Contractor must have full-time, designated space for the following external Service Providers:
       1. CRSP: The CRSP provider will conduct case planning, case management services, linkages, and collaborative case conferences onsite.
          1. Contractor must ensure the designated space is able to accommodate the CRSP provider hosting a collaborative case conference with the DPO, Client, Client’s natural supports, and other appropriate Skilled Providers and programs.
          2. Contractor must ensure the CRSP services are available at the primary CORE site, as well as at the Satellite Site in either Hayward or San Leandro.
       2. Behavioral Health Care Services: Contractor must dedicate a private, confidential area for Co-located health Service Provider including, but not limited to mental health Service Providers, to work onsite daily and conduct health assessments/screenings.
          1. Contractor must provide space for a behavioral health care Service Provider who will offer on-sight mental health and substance use disorder (SUD) assessments and connection to appropriate services.
          2. Contractor must, at no cost to the County (services cannot be invoiced to the County nor will they be funded through the CORE), work with ACPD to establish collaborative relationship(s) and a Co-location schedule with:

Alameda County Health Care Services Agency (HCSA); and/or

Another licensed, HIPAA covered health care provider(s) certified in Alameda County and competent in providing the following services:

Mental health consultation, brokerage, triage, service reconnection, and system navigation for Participants in collaboration with DPOs.

Mental health crisis response services with ability to conduct 5150 evaluation and complete 5150 applications.

Directly connect Participants to emergency psychiatry, mediation evaluation, and medication management programs.

Medi-Cal enrollments onsite with direct access to benefits and enrollment specialist.

Directly connect Participants to local health clinics, set physical health and dentistry appointments, and conduct onsite health screenings, vaccinations, etc.; and

Knowledge of and ability to connect clients with substance use assessment, treatment referrals, medication assisted treatments, recovery residences, and resources for appropriate levels of care.

* + - * 1. Contractor must ensure behavioral health services are available on-site at the primary CORE site, and at a minimum, connections to mental health services must be provided at the Satellite Site in either Hayward or San Leandro.
      1. ACPD Staff: Contractor must provide access to a private, confidential area designated for ACPD staff to work on-site and/or engage with Clients as needed.
         1. In addition to designated space at the primary CORE site, the Contractor must ensure ACPD staff has space to work onsite and engage with Clients at the Satellite Site in either Hayward or San Leandro.
    1. **Dedicated Space for Classes, Workshops, Meetings, etc.:** Contractor must make space available for daily classes, workshops, meetings, health and wellness activities, groups, trainings and CBI programming. Rooms or spaces designated for classes, workshops, meetings, health and wellness activities, groups, training and CBI programming must include the following:
       1. Contractor must ensure the space has adequate tables and comfortable seating for the number of attendees.
       2. Contractor must ensure the number of attendees does not exceed safe room capacity.
       3. Contractor must provide space for concurrent groups and programming.
       4. Contractor must receive final approval from ACPD for all classes, workshops, meeting topics, and their providers/leaders prior to scheduling and advertising the class, workshop, meeting, event, etc.
    2. **Designated Space for the CORE’s Onsite Direct Participant Services**: The CORE facility must at a minimum have the following dedicated spaces accessible to Participants:
       1. Computer Lab: Onsite Computer lab in which Participants can access computers to complete essential tasks, increase technology literacy, and participate in virtual classes, programs, or appointments (e.g., Zoom, virtual intake appointments, etc.). The computer lab must accommodate a minimum of six (6) computers for Client use.
       2. Clothing Closet: Designated “clothing closet” where Clients can “shop” with dignity and obtain clean clothing, undergarments, shoes, accessories, etc. The “clothing closet” must have clothes and accessories for people of all gender identities.
       3. Kitchen: Onsite kitchen and pantry or, at a minimum, a clean place to safely store and distribute food.
       4. Reception Space: Reception space to welcome and check-in all individuals accessing the CORE.
       5. Private/Confidential Space: Access to private, confidential areas for Participants to meet with Staff and dedicate space for Participants to engage with Ambassadors (these two spaces may be the same).
    3. **Optional Space for Onsite Direct Client Services**: Dedicated space for the following services is desired, but not required:
       1. Laundry services – washing machine(s) and dryer(s).
       2. Access to bathing facilities or mobile shower program.
    4. **Optional 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 Lenadro each quarter.

## SPECIFIC PROGRAM REQUIREMENTS

* + 1. **Community Engagement:** The CORE is a primary access point for Clients, their families, the community, and ACPD. The CORE operates as a bridge point, promoting ACPD’s community engagement and re-entry efforts. The CORE is essential in the re-entry network of programs and support and directly impacts Client engagement with DPOs and longer-term community providers. Contractor must ensure the CORE’s engagement functions focus on the following:
       1. Providing opportunities for Clients to connect with community providers.
       2. Assisting Clients in navigating DPO relationships through positive ACPD engagement.
       3. Strengthening networks between providers.
       4. Connecting Clients with local resources and providers not otherwise connected with ACPD.
       5. Educating Clients, partners, ACPD staff and the community about the resources and services available at the CORE and the community the CORE is actively engaged in building.
    2. **Connection to the Community**: A critical component of the Contractor’s responsibilities will be the ability to develop and maintain strong relationships with external partners and ACPD staff. The CORE will serve as a bridge point between ACPD and Alameda County as a whole, forging positive relationships with ACPD staff, local communities, and Service Providers.
       1. The Contractor will broadly and continuously develop and maintain community partnerships with diverse Service Providers skilled in addressing the various and dynamic needs of ACPD Clients, including both AB109-funded providers and non-Contracted Providers.
       2. Contractor must recruit and develop relationships with resource providers to foster their participation in the CRFs.
    3. **Extensive Knowledge of Available Resources:** CORE Staff must be knowledgeable regarding AB109-funded programs and non-contracted local Service Providers and resources. CORE Staff must be available for drop-in and referral support, as well as to link Participants and connect DPOs to relevant onsite and community-based services and resources.
       1. Contractor must share resources, provider networks, and other service knowledge with the CRSP provider, DPOs and other ACPD staff to enhance Participant’s access to necessary supports.
       2. Contractor must be knowledgeable about emergency housing, shelters, and other non-AB109 contracted supportive living programs, including housing subsidies and financial assistance programs.
    4. **Ambassador Program**: Contractor must establish an Ambassador program where AB109-funded program graduates (“Ambassadors”) volunteer at the CORE. Contractor must work with other providers to secure the Ambassadors and introduce the Ambassadors to active Participants. Ambassadors may be used to promote Program outreach; support the enrollment/intake process; and facilitate groups, workshops and healing circles, and/or other activities.
    5. **Coping and De-escalation Skills**: At both CORE’s primary and Satellite Site, Contractor must offer Participants coping and de-escalation services, with access to Co-located Ambassadors and Skilled Providers that have the knowledge and training necessary to deliver crisis intervention and connections at higher levels of care.
    6. **Incentives**: Contractor must provide incentives for Program participation and completion.
    7. **Transportation**: Contractor must provide a method of transportation for Participants (e.g., Clipper cards, business-owned vehicles, vouchers/bus passes, ride share, etc.).
       1. Contractor must provide transportation to and from regional ACPD offices and both the Contractor’s primary CORE location in Oakland and its Hayward or San Leandro Satellite Site.
       2. Contractor must coordinate transportation to and from AB109 contracted housing programs for eligible Participants and should offer transportation to and from CORE’s primary Oakland location and other community programs and providers as needed/assessed.
       3. If Contractor is providing transportation services with their own vehicle, including if the vehicle is rented, borrowed, or leased, they must have adequate insurance coverage and the ability to accommodate persons with disabilities. The vehicle must be one that can be approached, entered, and used by persons with disabilities.
    8. **Mandatory Onsite Direct-Client Services**: In addition to the services listed above, Contractor must, at a minimum, provide the following services to CORE Participants. Services must be delivered onsite at the CORE’s primary location in Oakland, and unless otherwise noted, the Contractor must also ensure the services listed below are available at CORE’s Hayward or San Leandro Satellite Site.
       1. Food: Contractor must have food available for Participants at both their primary and satellite locations:
          1. The Contractor must provide the following:

Nutritious breakfast, lunch, hot food, snacks and water; and

ACPD reserves the right to eliminate certain food items that they determine not to be Nutritious.

Access to a food pantry with non-perishable goods.

* + - * 1. If the above food requirements cannot be met at the Satellite Site(s), the provision of Food Vouchers will suffice.
      1. Clothes: Contractor must provide Client’s access to clothing at both the primary CORE site and the Satellite Site(s).
         1. The Contractor must supply and maintain a “Clothing Closet” at CORE’s primary location in Oakland with clothes for people of all gender identities. Clothing may be purchased by Contractor or Contractor may solicit clothing donations.

Contractor must actively seek out partnerships for clothing donations with organizations that offer clothing, which meet the needs of the Clients, e.g., sweats, work clothes, construction boots, etc.

Contractor must ensure the closet is a space where Participants may get clean clothing (may be gently used), including undergarments and socks (must be new), and hygiene kits, including feminine hygiene and sexual safety products.

* + - * 1. If clothing is not available at the Satellite Site, at a minimum, Contractor must have gift cards for clothes and hygiene products available for Participants.
      1. Computer Lab: Contractor must have a computer lab available for Participants use at CORE’s primary site in Oakland and at least one computer available for Participants use at CORE’s Hayward or San Leandro Satellite Site.
         1. Contractor must provide a minimum of six (6) computers designated for client use.
         2. Contractor must provide Participants with access to and assistance utilizing onsite computers.
         3. The computer lab should be able to be accessed on a drop-in basis, unless it has been previously reserved for a class, workshop, or event. If the computer lab is not available due to a previously scheduled class, workshop or event, the CORE should have another computer available for Participants to access if needed.
    1. **Optional Onsite Direct-Client Services Offered by the CORE**: Contractor may provide the following services onsite to CORE Participants:
       1. Access to washing machine and clothes dryer.
       2. Access to bathing facilities or mobile shower program.
       3. Client Resource Forums. If CRFs are not conducted onsite, Contractor may hold the Client Resource Forums at 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.
    2. **Workshops and Classes**: At CORE’s primary location in Oakland, Contractor must make space available for daily classes and resources. Contractor must maintain robust class and workshop options lead by Skilled Community Providers, with options for physical health and wellness activities (e.g., walking tours, mindfulness hour, yoga, basketball games, etc.). Contractor’s Satellite Site(s) do not need to offer classes or workshops, but the Satellite Site(s) should serve as an access point for virtual programming and Contractor should identify programs/locations for coverage in Hayward or San Leandro.
       1. **Types of Workshops and Classes**: At a minimum, Contractor must facilitate and provide access to the following types of programming:
          1. Identity Exploration & Formation: Contractor must identify, facilitate, and coordinate programming that allows for identity exploration and positive identity formation, is tailored to specific Dynamic Factors and Needs, and allows for Culturally Responsive healing and wellness practice.
          2. Cognitive Behavioral Interventions: Contractor must provide access to programming that adequately supports Participant’s neurodivergence and cognitive functioning, with Direct Connection to Skilled Community Providers and support persons as needed.
          3. Skill Building: Contractor must identify and coordinate collaborative programming and workshops covering, but not limited to, the following areas: independent living skills, healthy relationships, housing success, document/application support, legal support and advocacy, technology training and wellness.
          4. Civic Engagement: Contractor must provide opportunities for civic engagement including offering space to allow Participants to attend public meetings so they may stay informed and impact systems-level change. In addition, Contractor must allow Ambassadors and Participants to participate in the CORE’s strategic planning efforts.
          5. ACPD Request: The CORE must facilitate and/or coordinate workshops or classes at the request of ACPD.
    3. **Accessible Schedule**: Contractor must maintain both a virtual calendar on an accessible online platform and a physical calendar/schedule posted at all CORE locations. These calendars will inform the community of the CORE’s schedule of workshops, classes, and events whether hosted onsite at the CORE or in the community.
       1. Contractor must plan their events and activities calendar on an annual basis. All annual plans must be reviewed and approved by ACPD. The first plan is due to ACPD a month before the start of programming, April 1, 2023. Thereafter, the plan must be completed and submitted to ACPD annually at least a month prior to the start of the Fiscal Year.
    4. **Client Resources Forums**: Contractor must coordinate and facilitate monthly Client Resource Forums (CRF) – an event where clients re-entering the community can connect with a network of AB109-contracted and non-contracted service providers at one time and place.
       1. Attendees: Contractor must ensure CRFs cater to Clients. Additionally, every other month, clients on Federal Probation and Parole will be invited to attend and the mix of service providers should be reflective of the need of the entire re-entry community, not just those who are Realignment eligible.
       2. Event Plans: Contractor must ensure each CRF is planned in advance. Contractor must present a plan that includes a budget to ACPD for approval at least six weeks prior to each CRF.
       3. Skilled Providers: Contractor must invite, encourage, and verify attendance and participation of four (4) types of Skilled Providers at CRF events:
          1. Resource providers with current contracts with ACPD;
          2. Resource providers receiving California Board of State and Community Corrections BSCC funds to provide reentry services in Alameda County;
          3. Non-contracted State and local providers of social services and benefits (e.g., Department of Motor Vehicles (DMV), Employment Development Department, social services agencies); and
          4. Other non-profit resource providers not included above.
       4. In-House Event Navigators: Contractor must provide navigators, preferably Ambassadors, throughout the entirety of the event to assist, answer questions and help attendees navigate.
       5. Motivational Speakers: Contractor must schedule, at minimum, one motivational speaker for each CRF.
       6. Light Refreshments: Contractor must provide light refreshments for CRFs.
       7. Client Incentives: Contractor must procure and distribute incentives for client participation. Client incentives may come out of Contractors AB109-funding. If incentives are provided to non-Realignment eligible Participants, those incentives must be secured through alternative funding/sources.
       8. Location: Contractor may hold CRFs at the CORE location or any other location in the County with adequate space to hold a minimum of 100 people. The location of the CRFs may vary, but there should be at least one CRF held in Oakland and one in Hayward or San Lenadro each quarter.
    5. **Listening Sessions/Focus Groups**: Contractor must coordinate listening sessions for the Realignment population. Part of the goal of the program is to bring together experts or experienced people to speak about important community issues in a way that is mutually beneficial, equitable, and consistent with the Community Correction Partnerships’ vision and goals. Contractor must help directly reach new audiences and increase community impact and participation.
       1. ACPD shall provide Contractor with topics for the listening sessions.
       2. Contractor must arrange for groups/individuals to lead the listening sessions. If speakers are needed for a particular topic, Contractor must also arrange for speakers to participate in the listening session. Arranging includes identifying, contacting, entering into a service agreement, and, if necessary, providing adequate compensation for the leaders/speakers services.
       3. Contractor must compile and maintain a list of potential speakers that are qualified to talk to the public about the topic area and/or groups or individuals who are qualified to lead the listening sessions.
    6. **Case Consultation:** Case consultation may result in immediate barrier removal, connection to Co-located providers, enrollment in onsite workshops, linkage to community-based resources, recommendation of CBI tools, and/or other recommendations and service connections intended to support Participant’s re-entry success. Contractor must provide case consultation at all CORE locations, unless otherwise noted. Contractor’s case consultation services must include the following elements:
       1. Case Consultation and Support: Contractor must employ Reentry Care Coordinators at the CORE that provide consultation for ACPD staff and support CORE Participants in being connected to the resources and support they need.
       2. Drop-In Services Available: Contractor’s Staff must be available for drop-in support and consultation during operating hours. CORE Staff must assist Participants, DPO’s and other ACPD staff and providers with brief case consultations, program identification, system navigation, and resource and service recommendations and linkages.
       3. Foster Relationships with DPO and Providers: Contractor’s Staff must collaborate and foster relationships with the Participant’s DPO and AB109-funded providers and other non-contracted Service Providers to assist with case consultation and service recommendations.
       4. Work Collaboratively: Contractor must work collaboratively with DPOs and Service Providers to address the immediate needs of the Participant and ensure, when possible, that their Dynamic Factors are being addressed. If services, providers, and/or workshops are recommended, Care Coordinators must submit a provider service plan to ACPD with provider contact information, and additional information or supporting documents as necessary. This service plan will document CORE’s ongoing responsibility, if any, for the provision of services.
       5. Barrier Removal: At Contractor’s primary CORE site in Oakland and its Satellite Site(s), Contractor must provide barrier removal services and the provision of material goods (e.g., cell phone, etc.) to referred and drop-in Participants with the objective of assisting Participants in securing permanent/sustainable resources.
          1. Contractor must coordinate with DPO and Service Providers to ensure Participants have access to all available resources. Barrier removal services must include, but are not limited to, the following:

Provision of a cell phone.

Direct payment and concrete services to address union dues, required uniforms, textbooks, and other employment or educational expenses.

Direct payment of household expenses including bills, rental deposits, emergency housing, furniture, etc.

Direct payment for fines and fees including registration fees, violations, fines, and tickets.

Transportation tickets and Clipper cards and/or coordination of ride share.

Gift cards and direct payment for material goods such as diapers, clothing, groceries, etc.

* + - * 1. Provider must have a written plan on how barrier removal supports will be distributed to Clients. The written plan must be completed and approved by ACPD prior to the service start date of May 1, 2023.
        2. Barrier removal services must be provided in collaboration with the DPO.
      1. Linkage to Resources and Services: At both the Contractor’s primary CORE location in Oakland and its Satellite Site(s), Contractor’s Staff must make recommendations to services, resources, and programs that set Participants up for success. These recommendations must take into consideration Participant’s primary needs, realistic expectations, sustainability, and prevent re-traumatization, service burnout, and oversaturation.
         1. Contractor must provide Participants with recommendations and linkages based on assessed and/or stated needs and goals, with Direct Connection with CORE’s Co-located provider(s) or other Skilled Service provider for ongoing case planning, service brokerage, or collaborative case conferencing.

Contractor must utilize any case plans or assessments provided by the CRSP provider and/or DPO to assist with CORE service provision and onsite service connections (e.g., workshop enrollment, community provider connection, provision of barrier removal). All providers are required to actively avoid repeated assessments that can re-traumatize Clients/Participants and to coordinate services to avoid oversaturation.

* + - * 1. If a Realignment eligible Participant needs a referral to a AB109-funded provider, Staff must connect with the Participant’s DPO, appropriate ACPD staff or the CRSP program in order to have the referral entered into Enterprise Supervision.
      1. Collaborative Case Conferences: Contractor must assist the Co-located CRSP provider in hosting a collaborative case conference with the DPO, Participant, Participant’s natural supports, and other appropriate Skilled Providers and programs.
      2. Connection to Mental Health Services: In the event that a Participant presents at CORE’s primary location in Oakland with mental health concerns or other serious behavioral health issues, Staff must seek support from Co-located Mental Health staff and/or crisis services. At the Satellite Site, connection to mental health services may be provided via a warm hand-off referral.
      3. Housing Assistance: Contractor must provide emergency housing referrals and assistance with securing sustainable permanent housing and payment assistance.

## OUTREACH AND ENGAGEMENT REQUIREMENTS

* + 1. **Marketing & Outreach**: Contractor must actively engage in activities to create community awareness of the CORE, attract Clients to the CORE, retain Participants and re-engage disengaged Participants. Contractor must conduct regular and ongoing outreach and engagement activities throughout Alameda County to maintain and strengthen existing relationships, develop new relationships with community providers and DPOs, and expand CORE’s network of regional resources.
       1. Individualized, Culturally Relevant Engagement: Contractor must engage Participants “where they are” with respect to their stages of change, location and service needs. Contractor must, whenever possible, conduct Client outreach and engagement that is relevant to the situational and cultural needs of the potential Participant through the use of justice involved Peer Support Specialists and/or program Ambassadors.
       2. Coordinated Outreach: Contractor must coordinate outreach with other existing Service Providers and agencies, including community providers, SUD treatment, the DMV and other social services agencies.
       3. Engagement Events: Contractor must identify, coordinate, and facilitate regular community engagement events and activities in direct collaboration with existing community providers, initiatives, efforts, resources, etc. ACPD will co-host these events.
          1. Contractor must coordinate and facilitate a minimum of four events per year. Some examples of events held in the past include a Holiday Toy Give Away, Back to School Backpack Giveaway, and Paint Night.
       4. Community Building with ACPD: As requested by ACPD, Contractor must host and engage in community building opportunities to help foster trusting relationships and strengthen partnerships with ACPD. Whenever possible, events should utilize resources local to the community the event is being held in.
       5. CORE Marketing: Contractor must regularly communicate and provide information to DPOs, CRSP provider, and ACPD staff to ensure they are aware and knowledgeable of all aspects of the Program and can identify and refer appropriate Participants.
          1. Contractor must keep its marketing, informational and outreach materials updated to reflect current programming and resources.
       6. In-Custody Outreach: Contractor must perform in-custody outreach. Contractor’s in-custody outreach should occur in Alameda County jails, courtrooms and probation offices.
       7. Client Resource Forums: Contractor must conduct outreach to ensure a variety of Skilled Providers who meet the needs of Clients and the re-entry community as a whole attend CRFs.
    2. **Celebrate Success**: The CORE serves as a bridge to the community and is a connection point amongst Participants, ACPD, and providers. Contractor must cultivate a culture of supportive relationships, celebrating successes, and uplifting identified strengths throughout the CORE.
       1. Contractor must provide ongoing highlighting of Participant accomplishments through consistent, innovative, dignified, and meaningful approaches. This includes relaying successes to DPO, reporting successes via Enterprise Supervision, and providing other platforms for celebration.
          1. As much as possible, Contractor must create space for Participants to tell their own stories of success and increase narrative of agency and self-sufficiency.
       2. Contractor must hold events at the CORE that include and celebrate Participants.
       3. Contractor must conduct “DPO Spotlights” and other innovative approaches to highlight positive connections and working relationships with ACPD staff (e.g., gratitude sharing and reinforcement of a supportive Client-DPO relationship) at minimum on a quarterly basis.
       4. Conduct “Provider Spotlights” and other innovative approaches to highlight successes and bolster connections with key stakeholders, essential partners, AB109-funded Contracted Providers, and non-contracted community resources.
    3. Quality Assurance Process
       1. **Incorporation of Participant/Community Feedback:** Contractor must incorporate quality assurance and continuous improvement processes into the Program. Contractor must have methods for receiving and integrating initiatives and programming ideas from their Participants, Ambassadors, stakeholders and the community into their programming.
          1. Contractor must have quality assurance strategies that prevent, detect, and correct problems in the quality of services provided.
          2. Contractor must have quality improvement strategies that improve quality through continuous study and modification of the services being provided.
          3. Contractor must establish, maintain, implement, train and continuously improve its procedures and processes, and Staff must follow the procedures, document their compliance and actively participate in the improvement process.

## ADMINISTRATIVE REQUIREMENTS

* + 1. **Administration and Fiscal Management**: Contractor must administer the Program as a separate organizational, administrative, and fiscal activity and must keep this Program(s) separate and distinct from other activities.
    2. **Referral Process**: Referrals may come to the Contractor in several ways, including, but not limited to, the following:
       1. Referrals may be identified and referred to the Contractor by a DPO.
          1. Referrals from the DPOs will be provided through the Provider Portal, Enterprise Supervision or similar system, that Contractor must use. ACPD will provide the necessary training at no cost to Contractor.
       2. Referrals may also be identified by the following:
          1. The Contractor (reverse-referral);
          2. Participants/Clients (via self-referral or simply by walking in to receive services); and
          3. Other organizations or individuals.
       3. Prior to providing services to potential Participants, the Contractor must verify eligibility of the referral with ACPD.
          1. Contractor will only be compensated for Participants whose Realignment eligibility has been verified.
    3. **Participant Release/Consent to Release Information:** Contractor must obtain releases from each Participant to collect Participant-level data and provide such data to ACPD, including identifying information. If Contractor cannot obtain a release from any Participant because that individual refused to sign a release, Contractor must report the refusal to ACPD within 48 hours of the refusal via the Provider Portal and an email to the DPO or the CORE program’s assigned Reentry Coordinator.
    4. **Funding Acknowledgment**: Contractor must ensure all representations, presentations advertisements (oral or written), written materials, publications and electronic media produced with funds from this Contract and/or pertaining to an AB109-funded project include a funding acknowledgment statement.
       1. The funding statement for all verbal or oral communication, both live and pre-recorded, must include the following:
          1. This service/These services wouldn’t be available if it weren’t for AB109 and the support of Alameda County Probation Department.

“Alameda County Probation Department” cannot be abbreviated; the full name must be stated.

* + - 1. The funding statement on written materials, publications, and electronic media must include:
         1. The following statement: This work is supported by Alameda County Probation Department, AB109 Direct Services – Center of Reentry Excellence.

“Alameda County Probation Department,” no abbreviations, the full name must be written out.

* + - * 1. An approved ACPD logo.
        2. The Contract number in square brackets.
      1. All written materials, publications, and electronic media, which include the funding statement and logo, must be submitted to ACPD for written approval of the name and logo prior to mass production and/or distribution.

Please see the following example of a funding statement:

Logo

Description automatically generatedThis work is supported by the Alameda County Probation Department, AB109 Direct Services — Center of Reentry Excellence [Master Contract No. 902102].

* + 1. **Equipment Inventory:** Contractor must provide County with an inventory of furniture, computers, copiers, printers, telecommunication equipment, office supplies, and all other tangible items purchased with funds from this Contract. Contractor must include in the list of tangible items any computer software, licenses, or rights to use purchased with funds from this Contract.
       1. At termination of the Contract, County in its sole discretion may take possession of any items purchased using Contract funds.
       2. County and Contractor must meet prior to the termination of the Contract to review an inventory list.
       3. County will notify Contractor of what items on the list will transfer to the County and which items Contractor is responsible for removing from the CORE site(s). Contractor must responsibly, and at its own cost, dispose of all items that are not transferring to the County’s possession.
       4. If, after Contractor stops providing services at the CORE, items remain that need to be disposed of, County may deduct the cost of the disposal from the payments due to Contractor.
    2. **Program Evaluations**: Contractor must participate with the County’s Program evaluation efforts. These evaluations will utilize existing data required in monthly reports before adding new data. Data will be utilized to document services provided, and the short and intermediate impact or outcome of those efforts (during the time that Contractor is in contact with Participants and/or Clients).

## STAFFING REQUIREMENTS

* + 1. **Representation of the Justice involved on Staff**: Justice involved individuals are known to be highly effective care providers, especially in peer-to-peer mentoring. They can serve as role models and credible messengers, provide shared perspective, and demonstrate to Participants that education and employment are attainable goals as well as steps toward a stable lifestyle. Contractor must demonstrate the incorporation of justice involved individuals into their staffing for this project, whether already hired, or expected to be hired upon contract award. Feedback from Staff with Lived Experience must be included in the Program’s quality assurance and continuous improvement process.
    2. **Staff Background Checks**: Contractor must conduct background checks on all Staff. Contractor must include in background checks verification of educational credentials, training(s) and employment experience. Contractor must be prepared, periodically throughout the contract term, to verify with ACPD the completion of background checks on all Staff.
    3. **Job Descriptions:** Contractor must have and maintain current job descriptions on file with ACPD for all personnel whose salaries, wages, and benefits are funded through this Contract. Job descriptions must specify the minimum qualifications for services to be performed and must be provided to ACPD for approval, which approval shall not be unreasonably withheld. Contractor must submit revised job descriptions to ACPD for approval prior to implementing any changes or employing persons who do not meet the minimum qualifications, which approval shall not be unreasonably withheld.
    4. **Staff Retention and Development**:Staff retention is extremely important when working with the Reentry population because, more often than not, relationships are the intervention. If the Staff that Participants and partners are engaging with are constantly changing, those relationships will be unstable. In order to help maintain stability, the Contractor must prioritize Staff retention. Staff retention is often the result of Staff feeling like they are valued (living wages and being heard/opportunities to influence change) and when Staff is given the opportunity to sharpen their current skills and develop new skills. Therefore, Contractor must provide Staff with professional development opportunities. Contractor must ensure these opportunities enhance Staff’s ability to effectively serve Participants, including addressing trauma arising from incarceration and education about the unique barriers created by a criminal record. Professional development opportunities may include specialized training, Best Practices, and focused trainings to address the Dynamic Factors and needs of Participants and their families.
       1. **Staff Training**: Contractor must provide Staff with regular trainings, including attendance at all trainings required by ACPD as part of this Contract. Trainings required by ACPD will be provided at no cost to Contractor and may be either on-site or off-site (to be determined by the training provider). Examples of trainings include, but are not limited to, the following: Core Competencies for working with criminal-justice involved individuals, Evidence-Based Practices, and over-dose prevention (including training on how to administer Narcan, which must be part of the Contractor’s on-site first aid kit).
       2. **Crises Management and De-Escalation Training**: All Staff must be trained on crisis management and de-escalation strategies with knowledge in navigating the mental health system to better collaborate with Co-located mental health providers. In the event that a Participant presents with mental health concerns or other serious behavioral health issues, CORE staff must seek support from Co-located mental health staff and/or crisis services.
       3. **Enterprise Supervision Training**: Contractor must make all necessary Staff available for training on the Provider Portal, Enterprise Supervision, after execution of the Contract. This training will be provided by ACPD at no cost to Contractor.
    5. **Minimum Required Staff**: Contractor’s CORE Program must consist of multidisciplinary Staff including, but not limited to, the following: Program Director, Site Administrator, Reentry Care Coordinators, Peer Support Staff, reception staff and a Quality Assurance (QA) and Data Administrator. The Bidder must demonstrate how its proposed Program currently meets the staffing requirements or will meet the requirements within five (5) months of award.
       1. **Program Director (1.0 FTE):** The Program Director is the individual who will oversee the Program, ensure compliance, and demonstrate progress towards agreed upon Participant and Program outcomes.The Program Director must be experienced in managing, directing, and/or implementing significant programming at a community resource hub, Reentry center, day reporting center, and/or other Co-located multi-service center. The Program Director must have a minimum of two years of experience working with the Reentry population.The Program Director must be identified within sixty (60) days of bid award.ACPD must approve of the Program Director before an employment offer is made. The Program Director’s responsibilities must include, at a minimum, the following:
          1. Ensure all aspects of the CORE Program including contract compliance, Program performance and overseeing Program staff.
          2. Ensure that the service approach meets all contract requirements, including that it is strengths-based, goal driven, Culturally Responsive, Trauma Informed, Gender Responsive, all gender inclusive, and Family-Focused.
          3. Conduct and/or oversee operations including risk-and-needs and secondary assessments, service plans, provision of Family-Focused services, provision of barrier removals, and linkages to care.
          4. Identify, schedule, conduct and/or support routine professional development and coaching of all Staff.
          5. Coordinate directly with ACPD on overall CORE operations, inclusive of onsite services, community engagement, barrier removals, adequate Program funding, and other Program elements.
          6. Conduct outreach, marketing, and ongoing connection with ACPD, key stakeholders, AB109-funded Contracted Providers, non-contracted Skilled Providers, and community resources.
          7. Oversee, plan, and coordinate community engagement events connected with local programs, services, economies, community spaces, and initiatives.
          8. Maintain data collection practices, while evaluating feedback and data regularly to update CORE’s onsite offerings and community networks, improve working relationships with DPOs and others, and better match existing resources to Participant’s assessed and stated needs.
       2. **Site Administrator (1.0 FTE):** The Site Administrator must be knowledgeable and have experience working or providing supervisory and scheduling support to multi-disciplinary teams, community resource hub, Reentry center, day reporting center, and/or other Co-located multi-service center. The Site Administrator’s responsibilities include, but are not limited to, the following:
          1. Cultivating the welcoming environment and therapeutic learning community at the CORE.
          2. Maintaining positive working relationships with DPOs, Co-located providers, AB109-funded Contracted Providers, Skilled Community Providers, and community resources utilizing the CORE site.
          3. Maintaining accessible and updated calendar/schedule of onsite resources, workshops, activities, and/or programs.
          4. Working directly with CORE reception and direct service Staff to ensure adequate access to onsite barrier removal and concrete resources.
          5. Address programmatic challenges as they arise and directly connect with ACPD regarding CORE onsite matters.
          6. Reporting any disciplinary actions, crises, or adverse events within 24 hours.
          7. Present monthly calendar of onsite programs, services, and offerings; and
          8. Report on monthly activities conducted at the CORE.
       3. **Reentry Care Coordinators** **(3.0 FTE)**: At least one (1) Reentry Care Coordinator must be designated to CORE’s primary site in Oakland and one (1) must be designated to CORE’s Hayward or San Leandro Satellite Site. Reentry Care Coordinators must possess a bachelor’s degree in Social Services, Psychology, or related field approved by ACPD.
          1. The requirement for a bachelor’s degree may be waived for individuals who possess related California Association for Drug/Alcohol Educators (CAADE) certification, Community Health Outreach Worker certificates, or other relevant human or social services certificates and can demonstrate a minimum of three (3) years working with an adult Reentry population.
          2. The Reentry Care Coordinators responsibilities include, but are not limited to, the following:

Work directly with Participants and DPOs requesting case consultation support and provide recommendations for services.

Be available and knowledgeable for drop-in support, immediate barrier removal, and case consultation support.

Collaborate directly with DPOs, onsite providers, and community providers to strengthen brokerage and successful service linkage.

Facilitate groups and activities at the CORE and in the community.

Follow up with Participants, DPO, and/or Service Providers to verify successful service linkage and connection.

Directly outreach to Skilled Community Providers to develop, build and maintain relationships with a diverse and robust network of local Service Providers and programs.

Participate in and facilitate community engagement activities and events to enhance CORE relationships and connections.

* + - 1. **Peer Support Staff (2.0 FTE):** Peer support staff must be partners in the multidisciplinary team. Peer Support Specialist must have Lived Experience in the criminal justice system(s) or behavioral health system(s). The Peer Support Specialists may be graduates of ACPD’s contracted Peer Mentorship program. Peer support staff duties and roles must include, but not be limited to, the following:
         1. Providing peer support to Participants.
         2. Partaking in Participant orientations and welcomes.
         3. Contributing significantly to the CORE’s culture and Participant’s re-entry success.
         4. Connecting through Lived Experience.
         5. Mentoring, coaching, motivating, and/or teaching.
         6. Supporting Participants in receiving CORE services and/or onsite resources to address re-entry goals.
         7. Providing and/or facilitating Direct Linkage to community resources.
         8. Facilitating groups, workshops, activities.
         9. Contributing Program suggestions, feedback, and ideas to the multidisciplinary team to improve service delivery and the Participant’s experience. Contractor must ensure that feedback from Peer Support Staff is included in the quality assurance, quality improvement, and strategic planning of the CORE.
         10. Peer Support Staff must complement the work of other Staff, and they may or may not have unique caseloads.
      2. **Reception Staff** **(1.0 FTE):** Contractor must designate a Reception Staff person to be present during CORE operating hours. Contractor must arrange for Reception Staff and/or a designated Staff to complete reception staff responsibilities in the event of Reception Staff absence and/or activities outside of operating hours. Reception Staff roles and duties must include, but not be limited to, the following:
         1. Greet all patrons of the CORE including Participants, ACPD staff, and community providers.
         2. Maintain a CORE site sign-in sheet, and additionally collect daily participation in onsite activities and within designated workshops and programming.
         3. Maintain the warm, welcoming, and inviting atmosphere of the CORE site and direct Participants to appropriate onsite programs, providers, and supports.
         4. Enter information into Enterprise Supervision to assist reporting of CORE services and select onsite activities. This will supplement data entry not otherwise assigned to Contractor’s Staff and may include the documenting of workshop and/or drop-in Participants.
         5. Assist with site related and reception responsibilities as identified by Site Administrator or Program Director.
      3. **Quality Assurance (QA) and Data Administrator (0.5 FTE):** As a site-based service administrator and bridge Program, the Contractor must maintain accurate reporting. Contractor must be able to represent through data, the various functions of the CORE, Program deliverables, and connection to additional Service Providers. The Quality Assurance and Data Administrator must:
         1. Gather and consolidate data regarding CORE services.
         2. Conduct QA on data entries and ensure Staff are accurately reporting service provision. Verify that information is accurate. Provide QA feedback to Program Director and Site Administrator to address corrective actions.
         3. Input information into Enterprise Supervision and other internal data tracking as needed.
         4. Ensure all required data is reported to ACPD and necessary stakeholders as agreed in resulting Contract.

## DATA COLLECTION REQUIREMENTS

* + 1. **Utilization Data:** Contractor is expected to regularly collect and track data regarding utilization of the CORE, onsite programming, and service delivery conducted by its Staff. This includes data regarding referred and enrolled Participants, provision of barrier removals, facilitation of case consultation, and other data related to Program outcomes and deliverables.
    2. **Achieving Goals, Early Exits, and/or Discharges Data**: Contractor must have a process for documenting, collecting, and tracking Participant successes, early exits, and/or discharges from the Program and reported them to ACPD monthly. Contractor must provide the supervising DPOs with updates on each Participant’s progress on a routine basis and must document efforts in the Enterprise Supervision system.
       1. Contractor must document the provision of CORE services and frequency of use.
       2. Contractor will link referred and drop-in Participants to appropriate onsite resources, AB109-funded Contracted Providers, non-Contracted Providers, and/or community supports. Contractor must document these service recommendations and will follow up with the Participant, DPO, and/or recommended provider to document the success of the recommended connection.
       3. Participants participating in onsite workshops must be identified. Program completions of onsite programming conducted by a community provider not connected to Enterprise Supervision will be entered by the CORE.
    3. **Justice involved Staff**: In 2016, the Board of Supervisors and a host of community advocates established the *Reentry Hiring Program*. The program focuses on facilitating employment opportunities of the hardest to employ, which includes individuals supervised by ACPD. In support of these initiatives, Contractor must monitor and report monthly on how many individuals with criminal justice involvement are being employed by their Contractor and any subcontractors. Contractor must complete a web-based staffing report by the 10th of every month.
    4. **Equipment Inventory**: Contractor must provide County with an inventory of furniture, computers, copiers, printers, telecommunication equipment, office supplies, and all other tangible items purchased with funds from this Contract. Contractor must include in the list of tangible items any computer software, licenses, or rights to use purchased with funds from this Contract.

## PERFORMANCE MEASURES

* + 1. **Performance Measures:** This will be a performance-based contract with performance measures, minimum standards and goals. The performance measures will assist in determining the quality and efficiency of the services provided. The standards are the level of minimum expected performance under the contract; and the goals highlight the desired outcomes. Contractor must promptly provide ACPD any and all data measurements that are requested.
    2. **Corrective Action Plan (CAP)**: Contractor must provide the best quality service in a complete and timely matter to the Participants who will be part of this program. Compliance with contract requirements including data collection, reporting, and invoicing are compulsory.
       1. To ensure this level of service, if Contractor falls below an acceptable level of service, as solely determined by the County, the County may, after an initial meeting with Contractor, place the Contractor on a CAP. The CAP may include, but is not limited to, an outline of the corrective actions, a timeline illustrating when these actions will occur, and additional documentation or information that may be requested by the County. County is under no obligation to place Contractor on a CAP and may take any other action it is entitled to pursuant to the Contract with or without instituting a CAP.
    3. How Much Was Done?
       1. **Performance Measure 1:** Total referrals for the month and outcome of each referral tracked and reported by Participant, date and referral type.
          1. Number of Client drop-ins tracked and reported by Participant, date and reason.
       2. **Performance Measure 2:** Number of people attending CORE tracked and reported by Participant, date, and category (DPO or other ACPD staff; community member; community-based organization staff/rep; Realignment Participant; Reentry Participant; and other government staff).
       3. **Performance Measure 3:** Utilization of onsite services tracked and reported by Participant, date and need/type of utilization.
          1. Co-located providers by provider.
          2. CRSP.
          3. Clothes closet.
          4. Food.
          5. Computer lab.
          6. Ambassador.
          7. ACPD staff.
          8. Health Care Services by type (Substance Use, Mental Health, Physical Health).
       4. **Performance Measure 4:** Co-location of other Skilled Providers tracked and reported by provider, service type/area, date and number of people served.
          1. Number of unique providers per month.
          2. Number of ACPD Contracted Providers.
          3. Number of AB109 funded providers.
       5. **Performance Measure 5:** Classes and Workshops.
          1. Number of onsite workshops available per month.
          2. Workshop title/theme, date(s) and time(s), and workshop provider.
          3. Number of Participants per each workshop including virtual Participants tracked and reported by workshop, Participant and date.
       6. **Performance Measure 6:** Participant’s primary presenting need was met through Staff, onsite resources, workshops, Direct Connection to offsite provider, and/or Co-located providers. Participants needs and goals as outlined in case plan, stated by the Participant, reported by DPO, or assessed by CORE were addressed through CORE or a CORE Direct Linkage.
          1. Needs/goals identified tracked and reported by Participant.
          2. Needs/goals identified tracked and reported by Client/Participant assessment.
          3. Number of needs/goals successfully addressed by CORE tracked and reported by Participant, date and linkage as identified below:

Barrier removal.

Care Coordinator or Peer Support Specialist support.

Linkage to onsite provider, resource, or workshop.

Linkage to community resource.

* + - * 1. Goals:

100% of all CORE Participant’s primary needs are met.

80% of all CORE Participants needs & goals were addressed through CORE or CORE Direct Linkage.

* + - 1. **Performance Measure 7:** Successful connections
         1. Number of direct warm hand off(s) to recommended service/provider tracked and reported by Participant, date, provider, and reason.
         2. Number of connections with Participant after Participant’s need is met, tracked and reported by Participant, date of connection, and reason for connection.
         3. Number of Participants that reconnect with CORE for the same need as they previously received CORE services for by Participant, date, and need:

Within 30 days

Within 90 days

Within 180 days

* + - * 1. Participant remains securely connected to referred program and/or presenting need remains met after receiving CORE support by Participant and referral program and/or presenting need:

60 days

180 days

1 year

* + - * 1. Improved communication and trust between Participant, natural supports, DPO, and relevant community programs/resources.
      1. **Performance Measure 8:** Outreach and Engagement.
         1. The number of community/outreach meetings attended and/or hosted by the Contractor each month by event type, date, number of unduplicated attendees and type of attendee (i.e., CORE participant, realignment eligible, Reentry member, government staff member, community member, etc.).
         2. Number of pro-social community engagement event hosted by type, date, number of Participants, participant type (e.g., CORE participant, realignment eligible, Reentry member, government staff member, community member, etc.) and event partners.
         3. Number and type of events hosted celebrating Participant success.
      2. **Performance Measure 9:** Staff Retention.
         1. Number of Staff that received relevant training/Staff development and have access to career pathways and living wages by Staff member, job title, wage, type of training, date of training and cost of training.
         2. Staff turn-over by Staff member, position, wage, date of hire, date of release from employment and reason why.
      3. **Performance Measure 10:** Obtained and utilize continuous and ongoing Participant, provider, and stakeholder feedback and utilize feedback as needed.
         1. Demonstrated ability to modify programming based on continuous Participant feedback and changing needs.
         2. Enhanced connection between DPOs and community providers through CORE’s networking and resource building.
         3. Standards:

Obtained feedback from 70% of CORE Participants.

Obtained feedback from 60% of providers and stakeholders.

* + - * 1. Goals:

90% of Participants reported meeting at least one self-determined need/goal.

80% of Participants report safe and welcoming space.

80% of Participants report recommended/referred services addressed their need.

80% of Participants report they would return to CORE if additional needs present.

* + - 1. **Performance Measure 11:** Client Resource Forums
         1. Number of events/month;
         2. Location of each event;
         3. Numbers and names of Skilled Providers for each event;
         4. Number of Participants for each event;
         5. For Realignment eligible Participants, name, referral type and linkages made during event;
         6. Name of motivational speaker(s) and topic(s) for each event;
         7. A narrative giving an overview or summary of each event, highlighting successes and/or challenges, as well as request for assistance.
         8. Standard:

60% of all Clients new to Probation attend CRF

## REPORTING REQUIREMENTS

* + 1. **Enterprise Supervision Reporting**: Contractor must internally track, collect and maintain data relating to the Contract resulting from this RFP. Additionally, the Contractor must share data with ACPD by entering the data into Enterprise Supervision or other online data system identified by ACPD.
       1. Referral/Service Status: Contractor must submit and maintain data on all referrals (Referral/Service Status Reports) through the Provider Portal, Enterprise Supervision. When available, Contractor will use the portal to confirm receipt of the referral, update status of each referral, and provide the outcome of the services, for each Participant.
          1. Submission of data into Enterprise Supervision must be completed by the Contractor within 72 business hours of the service delivery to prevent data loss.
          2. Contractor must report in writing and within 24 hours—via both Enterprise Supervision and a separate email to the DPO—any adverse safety events, disciplinary actions or unplanned discharges.
       2. Participant Data: Participant data must be uploaded into Enterprise Supervision and/or any other online data systems identified by ACPD within 72 hours of service delivery to prevent data loss. Data should be reported by Participant and date. All Participant and outcome data must be accessible and shared with ACPD as identified in this RFP or, if not specifically identified, minimally every 30-days.
       3. Adverse Events: Contractor must report in writing within 24 hours any adverse safety events, disciplinary actions, or unplanned discharges.
    2. **Monthly Reports:** Monthly reports must be submitted with each monthly invoice by the 10th of the next month (or the next business day when the 10th is on a weekend or holiday). Each monthly report must include data for the previous month of service (for example the December 10th report should include November data) and must include, but not be limited to, each category below:
       1. For each Participant:
          1. Name
          2. Probation case number (if applicable)
          3. Date of birth, address, Participant descriptive information (referral source, gender, ethnicity etc.)
          4. Services received (e.g., barrier removal, workshop attendance, case consultation, etc.)
          5. For Participants receiving service linkage, also include the following:

Date of CORE contact

Number of provider service plans developed

Service connections outcomes

* + - * 1. Additional outcome information, as required
      1. Program Data:
         1. Total unduplicated Participants served for the month
         2. Cumulative total number of unduplicated active Participants engaged in the program
         3. Number of unduplicated Participants receiving services by service type:

Drop-in services

Barrier removal

Case consultation

On-site provider connections

* + - * 1. Onsite programming, activities, and workshops offered, as well as number of individuals (by type, e.g. Participant, government staff, community member, family member, etc.) that attended each
      1. Participant pro-social events, Program celebrations, and community engagement activities, as well as number attended per each
      2. Number of newly established partnerships for Co-located or community specific services by partner’s name, type of services provided, and date and frequency of co-location
    1. **Quarterly Reports and Annual Report:** Contractor must have in place a system to collect and analyze performance measures, including goals and standards, and/or outcomes on a quarterly and annual basis. Contractor must provide the reports within 10 days from the end of the quarter based on a calendar year (April 10th, July 10th, October 10th, and January 10th). The annual report must be provided to ACPD no later than January 30th. Said progress reports must include, but are not limited to, the following:
       1. A description of Contractor’s progress in providing services
       2. A cumulative description of the work and services provided
       3. Any difficulties or special problems encountered
       4. Any pertinent facts or interim findings
       5. A narrative of whether Contractor is or is not progressing satisfactorily in conducting and completing the services, including any explanatory, extenuating, or mitigating circumstances
       6. Specific description of quality assurance processes, results thereof, and any resulting recommendations or changes

## OTHER REPORTING REQUIREMENTS

* + 1. **Non AB109-funded Transition Services**: Contractor must, within fourteen (14) days of contract execution, submit a detailed list of all of the services they have available for Participants after they transition off of supervision and no longer qualify for AB109-funded services. At a minimum, the list provided must include the type of service provided, eligibility criteria and the anticipated duration of services. Any changes in the services offered, must be communicated in writing to ACPD Reentry Services Unit within fourteen (14) days of the change.
    2. **Alcohol and Drug Use Policy**: Within thirty (30) days of contract execution, Contractor must provide ACPD a copy of its written alcohol and drug use policy.
    3. **Equipment Inventory**: Contractor must keep an inventory of all property purchased utilizing AB109-funding. The inventory must be updated on a regular basis and no less than once each July. Additionally, thirty (30) days prior to the Contract termination, Contractor must provide County with an updated inventory that includes the location of the items.
    4. **Individual Data**: Upon ACPD request, Contractor must provide individual Participant data on services provided for evaluation and/or quality assurance purposes.
    5. **Final Activity Report:** No later than thirty (30) days following the last of services provided, Contractor must provide to ACPD, a written Final Activity Report which must include, but is not limited to, an evaluation of the quantity, quality, and impact of the work undertaken in conducting services provided under this Contract.
    6. **Record Inspection**: Upon the County’s request, during the duration of the contract and for a period of five years thereafter, Contractor must make immediately available for review, routine audits, and inspections all books, records and materials relevant to the documentation of services provided under this contract and those which relate to its operation of a project or business activity which is funded in whole or part with governmental monies, whether or not such monies are received through the County.
       1. Contractor must promptly, and in no event longer than two business days, comply with all requests by the County to provide electronic data files (e.g., XML files; delimited files; comma separated value files; etc.)
    7. **Contract Management Audits**: For routine audits and inspections, Contractor must make available to ACPD, upon request, during working hours, during the duration of the contract and for a period of five years thereafter (unless a longer period is specified under the Agreement, or by applicable laws and regulations), all of its books and records, including but not limited to those which relate to its operation of each project or business activity which is funded in whole or part with governmental monies, whether or not such monies are received through the County. All such books and records shall be maintained at a location within Alameda County.
       1. In general, audits will normally be performed during normal business hours, Monday through Friday. However, ACPD retains the right to inspect and conduct investigations of Contractor’s program/fiscal operations and contract compliance at any time, without prior notice to Contractor seven days a week, when ACPD has information which it, in its sole discretion, deems justifies such an unannounced visit, inspection, audit or investigations.

## BIDDERS CONFERENCE(S)/VENDOR OUTREACH

* + 1. The Bidders Conference(s) held on the date(s) specified in the Calendar of Events will have online conference capabilities for remote participation. Bidders can opt to participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) at:

[**MICROSOFT TEAMS MEETING**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MmMyNTU2ODctOTVmOC00MzU5LThiMGYtZDcwZGFhOWY4YzU0%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%228b754605-0b37-473e-a86e-e6020215b01b%22%7d)

**Meeting ID: 286 356 272 983   
Passcode: ZwSrtS**

**Or call in (audio only): (415) 915-3950**

**Phone Conference ID: 710 396 844#**

* + 1. Vendor Outreach is usually conducted on Wednesdays at [**Vendor Outreach Link**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTcwODZiMDctYzdmNi00ZTgxLWJhOTUtMjAyZTRkMWQxMTg4%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22338906a1-74a0-4066-b6d5-051f1847307a%22%7d) (Call-in: +1 415-915-3950; Conference ID: 504 517 635#). Dates and locations can be confirmed by checking at: [**Upcoming Events**](https://gsa.acgov.org/do-business-with-us/upcoming-contracting-events/) [<https://gsa.acgov.org/do-business-with-us/upcoming-contracting-events/>].
    2. Information regarding the RFP will be presented during the conference(s). To get the best experience, the County recommends that Bidders who participate remotely use equipment with audio output such as speakers, headsets, or a telephone.
    3. Bidders Conference(s) 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 RFP.
       2. Provide an opportunity for Bidders to request clarification on this RFP and ask specific questions about the project, goods, and services.
       3. Provide the County with an opportunity to receive feedback related to this RFP.
    4. The Bidders Conference(s) Attendees List will be released in a separate document.
    5. Written questions submitted via email by the stated deadline will be addressed in a posted RFP Questions and Answers (Q&A) following the Bidders Conference(s). Should there be a need to amend or revise the RFP, an Addendum will be issued. Any verbal statements, including at any Bidders Conference(s) are not binding. Only the written documents will be binding.
    6. 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:

Lovell Laurente, Procurement & Contracts Specialist

Alameda County, GSA-Procurement

Email: [lovell.laurente@acgov.org](mailto:lovell.laurente@acgov.org)

* + 1. Attendance at the Bidders Conference(s) and Vendor Outreach are highly recommended but are not mandatory 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

## EVALUATION CRITERIA / SELECTION COMMITTEE

1. **Initial Evaluation (Completeness of Response and Debarment and Suspension).** All proposals will first be reviewed to determine if they pass the initial Evaluation Criteria (Section A), which are determined on a pass/fail basis.
2. **Evaluation by County Selection Committee.** All proposals that have passed the initial Evaluation Criteria will be evaluated by a County Selection Committee (CSC).  The CSC may be composed of County staff and other parties that may have expertise or experience related to the goods or services that are being procured. The CSC will score the proposals according to the Evaluation Criteria set forth in this RFP.  Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals will be within the sole judgment and discretion of the CSC.
3. **Unrealistic Bids.** Bidders shall bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments or unrealistically high or low in cost may be deemed reflective of an inherent lack of technical knowledge or indicative of a failure to comprehend the complexity and risk of the County’s requirements as set forth in this RFP.
4. **Price Discrepancy.** In the case of a discrepancy between the unit price and an extension, the unit price will be used for evaluation purposes unless the County, in its sole discretion, determines an extension to be more favorable.
5. **Evaluation Criteria Descriptions.** The items listed in the Evaluation Criteria should be considered as minimum requirements. All information contained in a proposal and presented in vendor interviews (if there are interviews) will be considered during the evaluation process and included in scoring within the appropriate Evaluation Criteria.
6. **Evaluation Scores.**  Proposals will be evaluated and scored on the zero to five-point scale within each Evaluation Criteria below. Scores for all Evaluation Criteria (see the section below) will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a higher-weighted total will be deemed of higher quality than a proposal with a lesser-weighted total.
7. **Shortlist Process:** The evaluation process may include a two-stage approach including a preliminary evaluation of the written proposal and preliminary scoring to develop a shortlist of Bidders that will continue to the final stage of optional vendor interview, site(s) and site visit(s), and reference checks. The preliminary scoring will be based on the total points, excluding any points allocated to references, site(s) and site visit(s), and optional vendor interview, but will include any points for local and small, local and emerging, or local preference points. The five (5) Bidders receiving the highest preliminary scores and with at least 200 points may advance to the next evaluation phase. All other Bidders will be deemed eliminated from the process. All Bidders will be notified of the shortlist participants; however, the preliminary scores at that time will not be communicated to Bidders.
8. **Reference Checks.** The County reserves the right to conduct reference checks on all Bidders who submitted a bid proposal. The CSC will then score the reference checks, as identified in the Evaluation Criteria below, which will then be included in the final score.
9. **Optional Vendor Interviews.** The County may in its sole discretion, conduct vendor interviews.
10. **Final Score**: The final maximum score for any procurement is 550 points, including the possible 50 points for *local and small*, *local and emerging*, or *local* preference points (maximum 10% of the final score; derived from 5% for *local preference* and 5% for either *Small and Local* or *Emerging and Local* preference). Proposals will be ranked by their final scores.
    1. *Without Vendor Interview*. In procurements where there are no vendor interviews, the score received by the evaluation of the written proposal with the reference score added will be the final score.
    2. *With Vendor Interview.* In procurements where there are vendor interviews, the CSC must consider the interview and may adjust the score received by the evaluation of the written proposal which, with the reference score added, will be the final score.
11. **Contact During Evaluation Process.** All contact during the evaluation phase must be through the GSA-Procurement department only. Bidders must neither contact nor lobby evaluators during the evaluation process. Attempts by Bidders to contact and/or influence members of the CSC may result in disqualification of Bidders.
12. **Determining Award.** As a result of this RFP, the County intends to award a contract to the highest-ranked responsible Bidder as determined by the combined weight of the Evaluation Criteria, whose response conforms to the RFP, and whose bid presents the greatest value to the County considering all Evaluation Criteria. The combined weight of the Evaluation Criteria is greater in importance than the cost in determining the best value to the County. The County may award a contract of higher qualitative competence over the lowest priced response.
13. The zero to five-point scale range is defined as follows:

|  |  |  |
| --- | --- | --- |
| 0 | Not Acceptable | Non-responsive, fails to meet RFP specification. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score may result in the disqualification of the proposal. |
| 1 | Poor | Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP. |
| 2 | Fair | Has a reasonable probability of success; however, some objectives may not be met. |
| 3 | Average | Acceptable and likely to achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on the interpretation of the proposal by CSC members. |
| 4 | Above Average / Good | Better than that which is average or expected as the norm. Excellent probability of success in achieving all objectives of the RFP requirements and expectations. |
| 5 | Excellent / Exceptional | Exceeds expectations, is very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success in achieving all objectives and meeting RFP specifications. |

1. The Evaluation Criteria and their respective weights are as follows:

|  | **Evaluation Criteria** | **Weight** |
| --- | --- | --- |
|  | **Completeness of Response:**  Responses to this RFP must be complete. Responses must address all the requirements identified within this RFP and all related documents, including any Addenda. Failure to meet the Bidder Minimum Qualifications may also be considered an incomplete response and may result in the disqualification of the Bidder. | Pass/Fail |
| **Debarment and Suspension:**  Bidders, its principal, and named subcontractors are not identified on the list of Federally debarred, suspended, or other excluded parties located at [www.sam.gov/SAM](http://www.sam.gov/SAM). | Pass/Fail |
|  | **Cost:**  The points for Cost will be computed by dividing the amount of the lowest responsive and responsible bid received by each Bidder’s total proposed cost.  Cost evaluation points may be adjusted by considering:   1. How well does the Bidder’s cost capture all activities and staff needed to meet the services requested? 2. How well does the Bidder allocate staff and resources? 3. How well does the Budget Justification detail how Bidder arrived at particular calculations? 4. Is the proposed cost appropriate to the nature of the services to be provided? 5. How clear, realistic, and reasonable are costs in relation to the services provided and number of clients to be served? 6. How well does the Bidder outline, and how diverse are, the revenue sources both for its organization as well as the proposed program? | 20 Points |
|  | **Organizational History, Capacity, and Staffing:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. Do the individuals assigned to the project have experience on similar projects? 2. How extensive is the applicable education and experience of the personnel designated to work on the project? 3. How well do staff salaries reflect local costs of living? | 20 Points |
|  | **Description of Proposed Services:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. How well does the Bidder demonstrate its capability of meeting all the requirements in the RFP (e.g., General Program Requirements, Facility/Space Requirements, Specific Program Requirements, Outreach and Engagement Requirements, etc.) and Exhibit A – Bid Response Packet? 2. How well did the Bidder respond to each question in the Exhibit A – Bid Response Packet? 3. How well has the Bidder demonstrated a thorough understanding of the purpose and scope of the project? 4. How well has the Bidder identified pertinent issues and potential problems related to the project? 5. How well has the Bidder demonstrated that it understands the deliverables the County expects it to provide? 6. How well does the Bidder depict a logical approach to fulfilling the requirements of the RFP? 7. How well does the Bidder achieve all the requirements set out in the RFP? 8. How well has the Bidder Identified any limitations, restrictions, pertinent issues, and/or potential problems in providing the services that the County should be aware of in evaluating its bid response? | 30 Points |
|  | **Implementation Plan and Schedule:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. What is the likelihood that Bidder’s implementation plan and schedule will meet the County’s needs, including a CORE opening date of May 1, 2023? 2. Has the Bidder demonstrated that it understands the County’s needs and can meet it? 3. Has the Bidder identified and planned for mitigation of risks which Bidder believes may adversely affect any portion of the County’s needs, including a CORE opening date of May 1, 2023? | 15 Points |
|  | **References (See Exhibit A – Bid Response Packet)** | 5 Points |
|  | **Site(s) and Site(s) Visit:**  Bidder must identify, at minimum, the primary Oakland site at time of bid submittal, as well as any other additional sites that have been identified by the Bidder.  The County, in its sole discretion, may mandate site(s) visits as part of the evaluation process. Bidders must be prepared to allow the County to visit proposed sites.   1. How well do the sites accommodate all the required services and co-located providers? 2. How accessible are the sites (public transportation, ADA, etc.)? 3. How reasonable are the proposed modifications given the May 1, 2023 timeline? 4. How safe are the proposed site locations for Clients? 5. How well do the proposed sites allow for all Clients to move freely regardless of their legal status (e.g., restrictions around potential Probation and Parole terms)? 6. How well does the Bidder describe any issues or concerns that may arise from the communities/neighbors around the proposed site(s)? | 10 Points |
|  | **Vendor Interview**  Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. Whether or not a shortlist process is used, the scores of any evaluation criterion above may be revised or informed based on the vendor interview. | Vendor Interview may be used to revise/inform scores of criteria above |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** | | |
|  | ***Local* Preference:** Points equaling 5% of Bidder’s total score for the above Evaluation Criteria will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |
|  | ***Small and Local or Emerging* and *Local* Preference**: Points equaling 5% of Bidder’s total score for the above Evaluation Criteria will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |

## 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 RFP 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(s) 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 RFP 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 GSA-Procurement. 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

The County of Alameda 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.

* + 1. Any bid protest must be submitted in writing by 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the Notice of Intent to Award/Non-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:

GSA–Office of Acquisition Policy

ATTN: Contract Compliance Officer

1401 Lakeside Drive, 10th Floor, Oakland, CA 94612

Email: [GSA-BidProtests@acgov.org](mailto:GSA-BidProtests@acgov.org)

A bid protest received after 5:00 p.m. is considered received as of the next calendar day. A protest received after 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the Notice of Intent to Award/Non-Award will not be considered under any circumstances by the Protest Evaluator or their designee.

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. The Contract Specialist 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.

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.

* + 1. 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.
       6. 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.
    2. 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 RFP, will be two years.
    2. By mutual agreement, any contract, which may be awarded pursuant to this RFP, may be extended for an additional three years.
    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 will 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.

## BRAND NAMES AND APPROVED EQUIVALENTS

* + 1. Any references in this RFP, including Addendum and other documents, to manufacturers’ trade names, brand names, and/or catalog numbers are intended to be descriptive but not restrictive unless otherwise stated and are intended to indicate the quality level desired. Unless otherwise noted, Bidders may offer any equivalent product that meets or exceeds the specifications; however, if the County, in its sole discretion, determines the product proposed is not equivalent, the Bid may be disqualified, or a lower score awarded by the CSC. Bids based on equivalent products must:
       1. Clearly describe the alternate offered and indicate how it differs from the product specified; and
       2. Include complete descriptive literature and/or specifications as PDF attachments to the online bid submission as proof that the proposed alternate will be equal to or better than the product named in this RFP.
    2. The County reserves the right to be the sole judge of what is equal and acceptable. It may require Bidders to provide additional information and/or samples or disqualify the bid proposal.
    3. If Bidders do not specify otherwise, it is understood that the referenced brand will be supplied.

## QUANTITIES

Quantities listed herein are estimates 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 RFP.
    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. 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.
    7. Labor Compliance/Prevailing Wage:
       1. If the Contractor has any work—including, but not limited to the following: construction, alteration, demolition, installation, and/or repair work (including maintenance)—done to the Site(s) that will use County funds, it is the sole responsibility of the Contractor to determine and adhere to any and all applicable labor compliance and/or prevailing wage requirements.
       2. All public works projects are subject to monitoring by the Department of Industrial Relations (DIR). All contractors performing work on Public Works projects are required to be registered with the DIR. Valid DIR registration numbers for the firm and any lower-tier subcontractors the contractors may hire to accomplish their portion of work must be supplied with the proposal. The contractor and all subcontractors under the contractor must pay all workers on all work performed pursuant to this contract not less than the general prevailing rate of per diem wages and the general prevailing rate for holiday and overtime work as determined by the Director of the DIR, State of California, for the type of work performed and the locality in which the work is to be performed within the boundaries of the County, pursuant to sections 1770 et seq. of the California Labor Code. Prevailing wage rates are also available from the County or at [www.dir.ca.gov](http://www.dir.ca.gov).
       3. All public works contracts valued at $30,000 or more carry an obligation to hire apprentices, unless the craft or trade does not require the use of apprentices, as indicated in the corresponding prevailing wage determination. This duty applies to all contractors and subcontractors on a project, even if their part of the project is less than $30,000.

## AWARD

* + 1. Most Responsive and Responsible Bidder(s)
       1. The award will be made to the highest-ranked Bidder(s) who meet the requirements of these specifications, terms, and conditions.
       2. Awards may also be made to the subsequent highest ranked Bidder(s) who will be called in order should the County need to contract with another Bidder(s).
       3. An award will be recommended for the Bidder(s) that submitted the proposal(s) that best serves the overall interests of the County by attaining the highest overall point score. The award may not necessarily be made to the Bidder(s) with the lowest price.
    2. 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:
3. [**Alameda County SLEB Program Overview**](http://acgov.org/auditor/sleb/overview.htm); and

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

1. [**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): 621112; 621330; 621420; 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
        1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP, 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.
        2. Any bid proposals that contain false or misleading information may be disqualified by the County.
        3. The County reserves the right to award to a single or multiple Contractors.
        4. 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.
        5. The County has the right to decline to award this contract or any part thereof for any reason.
     2. 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 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 RFP and the bid proposal(s).

1. The RFP specifications, terms, conditions, Exhibits, RFP Addenda, and Bidder’s proposal may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

## 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.

## 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 RFP and any contract which may arise pursuant to this RFP.
    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 RFP. 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 County 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. GSA-Procurement is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the GSA-Procurement department only. Any communication regarding this RFP with other County personnel may result in disqualification.
    2. The evaluation phase of the competitive process shall begin upon receipt of sealed bid proposals and continue until a contract has been awarded.
    3. Contact Information for this RFP:

Lovell Laurente, Procurement & Contracts Specialist

Alameda County, GSA-Procurement

1401 Lakeside Drive, Suite 907

Oakland, CA 94612

Email: [lovell.laurente@acgov.org](mailto:lovell.laurente@acgov.org)

Phone: (510) 208-9621

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

## SUBMITTAL OF PROPOSALS

* + 1. Document Submittal
       1. All proposal documents must be completed, successfully uploaded, and submitted online through Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) BY 2:00 p.m. on the due date specified in the Calendar of Events. The County strongly recommends uploading early; technical difficulties in downloading/submitting documents through the Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) shall not extend the due date and time. No hardcopy, email (electronic), or facsimile proposals will be considered.
       2. Bidders **must** submit an electronic version of their proposal in a PDF file, preferably a single file if 20MB or less.
       3. 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.**
       4. In whole or in part, proposal responses are NOT to be marked confidential or proprietary. The County may refuse to consider any proposal or part thereof so marked. Bid proposals submitted in response to this RFP 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/>].
       5. For the proposals to be considered complete, the Bidder **must** provide responses to all information requested in Exhibit A – Bid Response Packet, as revised by any Addenda.
       6. Bidders **must** submit pricing on the Excel Spreadsheet – Bid Form(s) in [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org).
    2. Submissions Processes
       1. All costs required for the preparation and submission of a proposal shall be borne by the Bidder.
       2. Only one bid proposal 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 proposal.
       5. All bid proposals shall remain open to acceptance and irrevocable for a period of not less than 180 days unless otherwise specified in the bid documents.
    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 proposal, 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 proposal, 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 RFP and contract documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the RFP and contract documents.
       4. The Bidder, by submitting a proposal, 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).

### BID RESPONSE PACKET

**INSTRUCTIONS**

* + 1. The bid proposal must comply with all requirements contained in the RFP. 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. The electronic bid proposal submission must have all appropriate pages signed ().
    3. Each page of the Bid Response Packet must be submitted through the [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) as PDF attachment(s) with all required information included and documents attached; any pages of the Bid Response Packet not applicable to the Bidders are to be submitted with such pages or items clearly marked “N/A” or the bid proposal may be disqualified as incomplete.
    4. Bidders must not modify the Bid Response Packet or any other County-provided document unless instructed to do so, or the bid proposal may be disqualified.
    5. Any clarifications or exceptions to policies or specifications of this RFP, including all Addenda and other documents must be submitted in the ***Exceptions and Clarifications***form of the Bid Response Packet.
    6. The bid proposal submission 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.**
    7. Bidders must quote price(s) as specified in the RFP, using the form(s) as amended or revised by any Addenda.
    8. Bidders must read all information and follow directions in the [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) event.
    9. File names are restricted to 64 characters for all files uploaded as part of any bid proposal. The file extension (e.g., ".pdf" or ".xls") is counted as part of the file name character limit. Attempting to upload a file with a file name longer than 64 characters may result in an error message or failure to load.
    10. Bidders who do not comply with the requirements and/or submit incomplete bid proposal packages are subject to disqualification and their bid proposals rejected.

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Description automatically generated

### COUNTY OF ALAMEDA

### EXHIBIT A

### BID RESPONSE PACKET

RFP No. 902102

AB109 Direct Services

Center of Reentry Excellence (CORE)

#### TABLE OF CONTENTS

**Instructions**: Bidder is to remove this page and replace it with a **Table of Contents** listing the individual sections of the proposal and their corresponding page numbers. The page(s) inserted shall be clearly marked *Table of Contents*.

#### 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: |  | | |

#### BIDDER ACCEPTANCE

1. The undersigned declares that the procurement bid documents, including, without limitation, the RFP, 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 RFP, 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 proposal, 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:
   1. [**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/>]

1. [**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/>]

1. [**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/>]

1. [**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/>]

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

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

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

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

1. [**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 RFP 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 RFP and, if applicable, the site condition. By the submission of a bid proposal, 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. The undersigned acknowledges that Bidder has accurately completed the SLEB Information Sheet.
4. 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 proposal and/or any resulted contract or purchase order.
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.

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

#### DEBARMENT AND SUSPENSION CERTIFICATION (PROCUREMENTS $25,000 AND OVER)

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 the 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 Proposal. Signing this Proposal on the signature portion thereof shall also constitute the signature of this Certification.

|  |
| --- |
| **BIDDER:**  **PRINCIPAL: TITLE:**  **SIGNATURE:**  **DATE:** |

#### SMALL LOCAL EMERGING BUSINESS (SLEB) INFORMATION SHEET

**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.

If a Bidder is located within Alameda County but not a certified SLEB, the following documentation must be uploaded as part of the bid documents:

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

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

* For SLEB Subcontracting Questions: Please contact the General Services Agency - Office of Acquisition Policy, [GSA.OAP@acgov.org](mailto:GSA.OAP@acgov.org).
* 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.

#### SLEB INFORMATION SHEET

In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, 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 thebenefits 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/)**].**

|  |
| --- |
| **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**

|  |
| --- |
| **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:**  |

**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:**

#### LETTER OF INTRODUCTION and BIDDER QUALIFICATIONS

**Instructions**: Please keep and include this page as part of the bid response.

Following this page, Bidder is to provide the following:

1. **Letter of Introduction**: Bidder is to provide a brief two-page or less letter that includes an overview of the organization and its history of providing services in Alameda County. The letter can include experiences in surrounding Counties or elsewhere, however the emphasis should be for services provided in Alameda County.

Also, Bidder is to describe and detail the organization’s experience working with the reentry population and a confirmation of the organization’s ability to perform the commitments contained in the proposal; specifically, existing partnerships with local providers, collaboration with CBOs and law enforcement, operating a multi-service center, non-clinical needs assessments and referrals for services.

Bidder is also to provide a brief synopsis of the highlights of the proposal and overall benefits to the target population.

1. **Bidder Qualifications**: Bidder (or lead prime Bidder if bidding as a collaboration) must describe how it meets the requirement of having a minimum of three years of experience providing programs to adults in all the following areas:
2. Experience Operating a Community Hub/Multi-Service Center: Operating, managing, and/or administering services at a community multi-service center or resource hub. This includes on-site service delivery and service coordination with multiple resources and providers such as housing, health and wellness, life skills, and other re-entry needs.
3. Experience Working with the Reentry Community: Working with individuals under probation Supervision and addressing their holistic needs inclusive of housing and family stability, health and wellness, and community risks.
4. Experience with Relationship Building and Community Engagement: Partnering and collaborating with law enforcement, Service Providers, resources, and local communities throughout Alameda County.
5. Experience Assessing Needs and Connecting Clients to Services: Assessing immediate service and barrier removal needs, collaborating with providers, and providing recommendations for services to address Client’s barriers and individualized goals.

The page(s) inserted are to be clearly marked *Letter of Introduction* and *Bidder Qualifications*.

**Suggested Length**: 6 pages total

#### BUDGET FORM

**Instructions**: Please keep and include this page as part of the bid response.

**Bidders must complete the provided Excel Spreadsheet – Budget Form** *and* upload it into EZSourcing Supplier Portal as part of their bid response.

**Budget Criteria and Definitions:**

* 1. **County Request** is the portion of the project cost for which you are requesting County of Alameda funding to support.
  2. **Matching Funds**, if any,is the portion of the project cost the Bidder will secure from other funding sources.
  3. **GRAND TOTAL Two-Year Project Cost** is the total amount of monies allocated by the Bidder, including matching funds, to run the program requested in this RFP.
  4. **GRAND TOTAL COUNTY REQUEST** is the portion of the grand total two-year project cost for which you are requesting County of Alameda funding to support
  5. **Personnel** is all staff that will work directly on the proposed program. This may include direct service staff and staff who supervise direct service staff.
     1. Bidders must provide the name (first and last) of the person and position (program role) in the first column. If the individual has not yet been hired, Bidder may use “TBD” in lieu of the name.
     2. Please list all direct program staff responsible for the success of the program, even if their salaries and wages are being covered by other matching funds, to determine the total cost of operating the program. Include costs for staff who will be collecting and reporting data, billing, and contract compliance.
     3. If needed, Client Resource Forum personnel needs should also be included.
     4. If necessary, Bidders may add additional lines.
  6. **Sub-Contractors** are organizations and their staff that provide services to help enhance your program(s) and will carry out a significant portion of the Bidder’s proposed program.
     1. Bidders should use the same instructions as Personnel above but must also include the name of sub-contractor in addition to name and position.
     2. If necessary, Bidders may add additional lines.
  7. **Fringe and Benefits** represents benefits (medical, dental, etc.) as well as mandatory employment costs such as FICA, Social Security, SDI, unemployment taxes, etc. Fringe and Benefits is only for those personnel receiving benefits from the Bidder or its sub-contractor(s).
  8. **Program Costs** are other costs that directly benefit and support the operation of the Bidder’s proposed program.
     1. **Equipment/Furniture**: Durable goods such as computers and furniture.
     2. **Facility Cost:** Costs of rent, insurance, and other facility operating costs.
     3. **Maintenance**: Costs of ongoing building maintenance, repairs, etc.
     4. **Facility Improvements**: Cost of creating a therapeutic space that is ready to welcome Clients.
     5. **General Office Supplies**: Paper, pens, toner, or other reasonable program-related office supply expenses.
     6. **Staff Training and Development**: Costs associated with personal and professional development and training of direct staff, including seminars and training materials.
     7. **Workshops and Classes**: Curriculum workbooks, food, event materials (e.g., signage), and other program supply expenses that are required to support the program.
     8. **Telephone/Internet/Communications**: May include mobile phones, telephone, internet, and related to the proposed program.
     9. **Staff Travel/Transportation**: Any local and non-local travel necessary to support the program.
     10. **Direct Participant Support**: Client incentives and barrier removal, including transportation assistance.
     11. **Community Events/Outreach**: All expenses for community engagement events and activities.
     12. **Marketing & Promotions**: All costs associated with Client outreach and engagement items, e.g., digital and printed promotional material, CORE swag, CORE’s activity calendar.
     13. **Food & Clothing**: Expenses related to the food pantry and clothing closet.
     14. **Client Resource Forums**: All expenses related to the Client Resource Forums, including cost of motivational speakers, light refreshments, client incentives, in-house navigators, listening sessions/focus groups, outreach, program materials and transportation assistance.
     15. If necessary, Bidders may add additional lines.
  9. **Indirect Costs:** Indirect costs may be included that equal up to 10% of the Bidder’s total *County Request and will be reimbursed in proportion to monthly expenditures*. These indirect expenses will likely fluctuate each month, based on activity. Examples of allowable expenses under Indirect Costs include, but are not limited to, the following: audit, bookkeeping, payroll/finance, facilities, maintenance, insurance, organizational rent, storage, utilities, and allocated personnel costs (e.g., Executive’s time or any other staff who works minimally on the program).
     1. Funds already requested in other line items of the Budget Form cannot be included under Indirect Costs.
     2. This line item does not need to be further itemized, although a brief explanation must be included in the Bidder’s Budget Justification submittal.

#### BUDGET JUSTIFICATION

**Instructions**: Please keep and include this page as part of the bid response.

Following this page, Bidder must provide a narrative justification for each line item in Bidder’s Budget Form. The *Budget Justification* must, at minimum, include the following:

* 1. For each line item, Bidder is to provide a description, in as much detail as required for clarity, what each line item is, its importance to the program, and how the amount shown in the Budget Form was calculated.
  2. **Matching Funds**: For each line item, if matching funds are used, please detail the source of the matching funds.
  3. **Funds may not be used for**:
     1. Maintenance, utilities, or similar operating costs of a facility not used primarily and directly to support the program.
     2. Supplanting (displacing or replacing) services provided by other funds.

**Suggested Length**: There is no limit to the Budget Justification. However, the County requests Bidders be as succinct as possible while providing as much detail as necessary for clarity and understanding.

#### SITE LOCATION

**Instructions**: Please keep and include this page as part of the bid response.

Following this page, Bidder must provide the following information:

1. Identify (by name and full address) the Oakland site that you will be using to provide services, including plans for remodeling and maintaining the environment. For more information about the location requirements, see **Section D (SCOPE), Item 5. *Geographic Distribution of Services***.

**\*\*PLEASE NOTE**: The identified Oakland site location does not have to be secured by the Bidder until the Contract is finalized. However, if the identified Oakland is not able to be secured by the Successful Bidder, the County will move on to the next highest ranked bidder.

1. Explain the space/layout at potential location(s) and show how each requirement can be met in the space. Bidder must describe how it will create a therapeutic environment, specially stating how it will facilitate engagement encounters with Participants as they arrive in the lobby.
2. Describe how you would manage the space and calendar to incorporate co-located services. How will you ensure confidential space for health services? How might you incorporate AB109 providers onsite?
3. In addition to servicing clients in Oakland, it is critical for CORE to impact the broader Alameda County community. Describe your plan for securing and operating a Satellite Site in Hayward or San Leandro, as well as any other Satellite Sites (e.g., for CRF usage).
4. Bidder must describe its proposed comprehensive safety plan that demonstrates the Bidder’s commitment to the security of all staff and Participants at the CORE. Describe why you feel that level of safety is appropriate.
5. Bidder must offer a strategy to address client needs and hold site hours and community events beyond the standard business hours (Monday through Friday 8:00 a.m. – 5:00 p.m. Pacific).
6. Bidder must identify and describe any issues and/or concerns that may arise from the communities/neighbors around the proposed site(s), as well as describe how they plan to address and mitigate those issues and/or concerns.

**Suggested Length**: 4 pages total (not including site pictures and/or layouts if included).

#### ORGANIZATIONAL HISTORY, CAPACITY, and STAFFING

**Instructions**: Please keep and include this page as part of the bid response.

**Following this page, Bidder is to provide the following information:**

1. If this is a collaborative proposal, please identify the single/lead prime bidder as well as any subcontractors and/or collaborating organizations, including each one’s roles and how all organizations will work together. Please provide details on any partnership agreement(s).
2. Bidder is to describe its Integration with Current Business by answer the following: As a current business, what services are currently being provided that reentry clients have access to? How will taking on this project affect those services? Please include whether you plan to leverage additional funds or resources beyond those funded in this RFP.
3. Bidder must provide an overview of its budget, including an outline of revenue sources (e.g., donations, government contracts, foundation grants, etc.) Please also indicate the following:
   * + 1. Does the Single/Lead Prime Bidder currently receive funds from the County of Alameda?
       2. If yes, how much and from what program(s), agencies, and/or departments?
4. Staff Training and Development: Bidder is to describe its staff onboarding, training, skill development, and retention process. Please identify mandatory/expected trainings and expected outcome regarding service delivery, program values, and overall staff/client/community impact.
5. Please provide a **Table of Key Personnel**. This table must include all persons—currently hired, on staff, to be hired, or otherwise (including those from collaborating partners), as well as any individuals who supervise or manage such persons. The table must be inclusive of the *Minimum Required Staff* listed under Section J (STAFFING REQUIREMENTS). The table must include the following information for each person (if this is a collaborative proposal, please clearly identify from which organization the person is employed):
   1. Full name, job title, and date hired if applicable;
      1. Any key personnel that are to be hired (TBH) should be indicated as such.
   2. The role that the person will play in connection with the RFP; and
   3. Identify staff, volunteers, or leadership that have a history with the criminal justice system or lived experiences.
6. Bidders must submit a complete résumé or curriculum vitae for each person listed in the Table of Key Personnel that is currently on staff. The resume must include educational background, relevant experience on similar projects, certifications, and merits. Bidders must provide a brief job description for any unfilled positions that are to be hired.

**Suggested Length**: 2 pages or less in total (not including the Table of Key Personnel and résumés).

#### DESCRIPTION OF PROPOSED SERVICES

**Instructions:** Please keep and include this page as part of the bid response.

Following this page, Bidder must provide the following:

Bidder must describe how it will create a comprehensive one-stop program outlined in this RFP. Additionally, provide a summary of proposed program and services which incorporates all the requirements in this RFP. (Add reference to service requirements section.)

**Suggested Length**: 2 pages

Bidder must address the service delivery questions below:

1. Describe how you plan to incorporate barrier removal services (as describe in this RFP). What services/goods will you provide? What is your process to acquire goods to ensure accessibility for clients? What is the process for provision of goods? How will you address misuse of goods? How will you maintain the clothing closet including organization, soliciting donations, and supervision? How will you support clients with sustainability beyond ACPD resources?
2. How do you envision engaging AB109 contracted providers to identify program Ambassadors? How will you utilize these credible messengers to enhance connections, improve client outcomes, and create a welcoming environment? How do they complement the work of Peer Support Staff?
3. Propose a workshop schedule. How might you incorporate cognitive behavioral interventions, wellness, contracted programs, and non-contracted skilled providers? How will you bring in workshops and facilitators?

**Suggested Length**: 3 pages total

**Outreach and Engagement**: Bidder must address the following:

1. Bidder must describe in detail its strategy for outreach and engagement, including a plan for updating, publishing, and distribution of events, workshops, provider schedule, and on-site services. Must include an online and other accessible means of communication.

**Suggested Length**: 2 pages

1. The CORE is ACPD’s bridge to community resources and programs. Clients and community members may have trauma histories and biases related to ACPD and probation services. How do you envision addressing these barriers and stigma? Describe your communication strategy to bridge these gaps on behalf of ACPD clients and probation officers.

**Suggested Length**: 2 pages

1. Bidder is to propose a community engagement event. What is the intended benefit to Clients? How will you outreach to clients, ACPD, community, and other stakeholders? What partners will you include and how will you market and evaluate impact?

**Suggested Length**: 2 pages

1. Client reentry and long-term success is greatly impacted by access to natural and local community supports. The CORE must include services throughout Alameda County. How will you identify unique local opportunities, connect with regional providers, disseminate relevant information, and support connection within clients’ local area and/or city of residence?

**Suggested Length**: 2 pages

**Quality Assurance**: Bidder must describe in detail its strategy for outreach and engagement, including a plan for updating, publishing, and distribution of events, workshops, provider schedule, and on-site services. Bidder must include an online and other accessible means of communication.

**Suggested Length**: 2 pages

#### IMPLEMENTATION PLAN AND SCHEDULE

**Instructions:** Please keep and include this page as part of the bid response.

Following this page, Bidder must provide an Implementation Plan and Schedule that specifically addresses when the following will be made available for ACPD’s review and approval:

1. Location preparation;
2. Staff hiring, onboarding, and training;
3. Community provider networking and partnerships;
4. Schedule and map of co-located services;
5. Program development;
   1. Kickoff Event;
   2. Community Event; and
   3. Workshops.
6. Stakeholder outreach and promotion;
7. Data management plan;
8. Policy and Procedures and Participant/Provider handbooks.

**Suggested Length:** 2 pages

#### REFERENCES

**Instructions**: Please keep and include this page as part of the bid response.

On the following pages are the templates that Bidders must use to provide references. Bidders are to provide a list of three references: one current reference, one former reference, and one more of the Bidder’s choice. References must be satisfactory as deemed solely by County.

References provided should be for services that have similar scope, volume, and requirements as to those outlined in this RFP, and should be for services provide by the Bidder or lead prime Bidder (not for collaborating partners or subcontractors).

A current reference is an entity that the Bidder currently has contractual obligations with; while a former reference is an entity with which the Bidder had a contract with, but that specific contract has ended and there are no further contractual obligations for that specific contract. The County is not looking for references from program participants.

Bidders are to 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 proposals.

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**.

RFP No. 902102

AB109 Direct Services: Center of Reentry Excellence (CORE)

Bidder Name:

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| **CURRENT REFERENCE** |  |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

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| --- | --- |
| **FORMER REFERENCE** |  |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

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| --- | --- |
| **BIDDER’S CHOICE REFERENCE** |  |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

#### EXCEPTIONS and CLARFICATIONS

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

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

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

#### INSURANCE REQUIREMENTS

**Instructions**: Insurance certificates are not required at the time of submission; however, by signing the Bid Response Packet and submitting a bid proposal, 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 RFP.

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 RFP:

see next page for county of alameda

minimum insurance requirements

**Eligibility:** Post-Release Community Supervision (PRCS); PC 1170(h) including split sentences, mandatory supervision, and deferred entry of judgement in lieu of AB-109 eligible offense; Formal Probationers; Pretrial Program participants; Specialty Court participants (felony convictions); and AB1950 clients (impacted by retroactive application of legislation)

**Contact:** Alameda County Probation Department – Community Programs Division at 510-268-7247 or [probationcommunityprograms@acgov.org](mailto:probationcommunityprograms@acgov.org)

**Career Technical Education (CTE)**

* **Cypress Mandela**

*CTE in pre-apprenticeship Emerging Green Technology & Related Construction training. The average duration of the program for CTE clients is approximately 16 weeks; this time includes environmental training, job safety, orientation to the construction industry and the apprentice structure, tool and material identification, and introduction to operating engineers among other curricula. Cypress provides participants with training, skills assessment and testing, as well as job placement in high paying careers. Instruction is led by experts from all over California that guest teach alongside the in-house staff members.*

* **Rising Sun Center for Opportunity**

*CTE for entry into union apprenticeships and jobs in construction. The program begins with 10-12 weeks of hands-on training at our Oakland facility and offers 12 months of one-on-one job placement and retention support. Graduates are prepared to pursue careers in the union construction trades, becoming sheet metal workers, operating engineers, carpenters, and more. Participants may obtain the following certifications/credentials, licenses, and/or educational certificates: Multi-Craft Core Curriculum (MC3), and OSHA 10.*

* **Youth Employment Partnership (YEP)**

*CTE in culinary arts, construction, customer service/document processing and Warehouse Transportation, Distribution and Logistics (TDL). Program duration is approximately 17 weeks. The training provides one of the following Certifications/Credentials, Licenses, and/or Educational Certificates: ServSafe Food Handler Certification, Forklift Certification, OSHA 10, and Hazardous Material Transportation Security Awareness Training.*

***CTE providers contracted thru 10/21/2022***

***CTE contracts address the following needs:*** *lack of employment, lack of education & antisocial cognition*

**Education**

* **Bay Area Community Resources (BACR)**

*BACR's Opportunity Works program provides an education/career reentry program that will enroll eligible clients from the realignment population and place them in career-oriented higher education pathways at College of Alameda. The program includes wraparound support, peer mentorship, academic and career counseling, job development, placement and retention services, and follow up. Students will work toward an academic degree or technical certification, either through BACR's pathway academies in Transportation, Distribution and Logistics (TDL) or Auto Tech, or through another technical education program that offers certification.*

* **Chabot College**

*Through their Restorative Integrated Self-Education (RISE) program, Chabot expands access for and supports the success of returning citizens in higher education by providing a comprehensive, evidence-informed program that offers support with student enrollment, designated counselors, substance abuse support, RISE Scholars support groups, peer mentors, snacks, transportation assistance, support with books and supplies, tutoring, workshops and activities.*

* **Laney College**

*Through their Restoring Our Communities (ROC) program, Laney expands access for and supports the success of returning citizens in higher education by providing a comprehensive, evidence-informed program that offers tutoring, a safe space, book vouchers, computer access, daily food vouchers, financial literacy and coaching, transfer to a four-year university and record reduction or expungement.*

***Education providers are contracted thru 12/31/2022***

***Education contracts address the following needs:*** *lack of education, lack of employment, antisocial companions, antisocial cognition, lack of pro-social leisure or recreation*

**Employment**

* **Building Opportunities for Self-Sufficiency (BOSS)**

*The BOSS Career Training and Employment Center (CTEC) helps each participant: (1) Define personal career goals; (2) Position themselves with employers; (3) Develop technology skills; (4) Build a professional network (including mentors); (5) Remove barriers to employment, and; (6) Secure living wage employment.*

* **Center for Employment Opportunities, Inc. (CEO)**

*CEO provides a comprehensive employment program comprised of the following four key components: (1) Training; (2) Transitional employment; (3) Job coaching and placement; (4) Retention services.*

* **La Familia Counseling Service (Alliance for Community Wellness)**

*La Familia provides a comprehensive employment program, Reentry Employment Program (REP), that leverages a continuum of reentry services to support the whole person. Program phases: (1) Outreach; (2) Intake and Orientation; (3) Career Assessment and Plan Development; (4) Case Coordination; (5) Employment Skills Training; (6) Transition Work Program; (7) Participation; (8) Job Placement/Retention and Employment Case Management; and (9) Program Completion.*

* **Lao Family Community Development**

*The principles of the Risk-Need-Responsivity model are used to guide the Lao Family Community Development's program, which includes: (1) Early engagement; (2) Employment pre-training; (3) Placement and retention; and (4) Wrap around services to remove barriers.*

* **RUBICON PRograms**

*The principles of the Risk-Need-Responsivity model and plan are used to provide services to program participants. The program will utilize the risk and needs information provided from Probation to develop their Individualized Empowerment Plan. The onboarding will occur before implementing the employment program over three phases. Phase I is Job Readiness, Phase II is Job Placement and Phase III is fore Retention and Advancement Services.*

* **Success Centers**

*Success Center provides a comprehensive, evidence-based program that aims to create a career path and place participants in long term, sustainable, full or part-time, paid employment with a range of benefits (medical, dental, retirement, etc.) to support participants’ movement toward self-sufficiency.*

* **Tri-Cities Community Development Center**

*Tri-Cities' Fresh Start Program assists participants with obtaining and maintaining employment through: Referrals, Extensive case management, Training and Assessments. The program has two tracks: (1) Transition-To-Work Vocational Track – This is the pre-apprenticeship and apprenticeship component. The proposed key partners of this component are: (a) Fresh Start Properties Maintenance; (b) Cypress Mandela (Pre-Apprenticeship Program with them); and (c) Mechanical Electrical Plumbers and Sprinklers Fitters (MDPSF) Apprenticeship Program (2) Personal Employment Track – Tri-Cities and the participant work directly on employment placement after successful completion of the pre-employment component.*

*Tri-Cities has built strong and viable relationships with local and regional businesses committed to hiring reentrants, which include the following industries: Grocery, Landscape, Plumbing, Welding, Construction, Maintenance, and Janitorial.*

* **Youth Employment Partnership (YEP)**

*YEP's program includes: (1) Comprehensively assessing participants for basic skills, supportive service needs, vocational suitability, and interests (assessment includes Math and English grade levels, employment experience, personal and career interests and goals, employment and educational barriers, employability soft skill levels, family history and social connections, and supportive service needs); (2) Provide comprehensive case management (upon entry and assessment, each participant will be paired with a Case Manager) and develop an Individual Service Strategy to remove barriers to employment, education, and self-sufficiency; (3) Help participants obtain a drivers license, bank account, and other work eligibility documents; (4) Provide 80-hours of employability soft skills development classes; (5) Ongoing, weekly job development training (e.g., cover letter writing, resume development); (6) Subsidized employment in one of three vocational tracks: (a) Construction, (b) Warehouse & Logistics, (c) Culinary Arts; (7) Reenroll high school dropouts in YEP's high school credit recovery program, Opportunity Academy; (8) Provide job placement assistance and retention support upon completing the program, and; (9) Provide postsecondary education.*

***Employment providers contracted thru 3/31/2023***

***Employment contracts address the following needs:*** *lack of employment, lack of education, antisocial cognition, antisocial companions, antisocial personality or temperament*

**Family Reunification**

* **Asian Prisoner Support Committee/Chinese for Affirmative Action**

*The Family Reunification program offers various supports and services promoting healthy family relationships, such as: parenting classes, counseling services, barrier removal services as well as assistance with childcare, groceries, transportation, pro-social family activities, housing stipends…and more. Family is anyone who offers positive support, whether biological or non-biological; family can include friends, church members and others in your network that are pro-social influences. This program specializes in support for people from Asian and Pacific Islander (API), immigrant and refugee backgrounds and provides pre-release support (San Quentin and Santa Rita) for individuals and family members, culturally relevant family support groups, case management, peer support, and community immersion activities.*

* **Centerforce**

*The goal of this family reunification program, Parenting and Learning for Success (P.A.L.S.), efforts are to assimilate clients back into their families and the community as well as establish permanency through parenting classes. The program offers various supports and services promoting healthy family relationships, such as: parenting classes, counseling services, barrier removal services as well as assistance with childcare, groceries, transportation, pro-social family activities, housing stipends… and more. Family is anyone who offers positive support, whether biological or non-biological; family can include friends, church members and others in your network that are pro-social influences.*

* **Tri-Cities Community Development Center**

*The Family Reunification program offers various supports and services promoting healthy family relationships, such as: parenting classes, counseling services, academic enrichment, life skills and criminogenic therapy, health & mental health support, job readiness, barrier removal services as well as assistance with childcare, groceries, transportation, pro-social family activities, housing stipends…and more. Family is anyone who offers positive support, whether biological or non-biological; family can include friends, church members and others in your network that are pro-social influences.*

***Family Reunification providers contracted thru 1/31/2024***

***Family Reunification contracts address the following needs:*** *family and/or marital stressors, antisocial companions, antisocial personality or temperament, antisocial cognition*

**Housing**

* **ABODe Services Contract Ends 6/30/23**

*Permanent Rapid Re-Housing program that helps clients search and obtain permanent, independent housing and provides rent subsidies for one year (decreasing in percentage every 3 months); also provides case management to help clients address needs such as employment, manage income and develop independent living skills.*

* **Bay Area Community Services (BACS)** **Contract Ends 6/30/23**

*The Holland has 10 single occupancy rooms in the remodeled Holland Hotel. Each client will receive one meal per day. Low threshold, no curfew, no programming onsite. Client will receive support finding permanent housing. The average and ideal length of stay is up to 6 months. Housing available for any adult AB-109 eligible client of ACPD.*

* **Bay Area Community Services (BACS) Contract Ends 6/30/23**

*The Henry Robinson is a transitional housing program. Each client will receive one meal per day. Low threshold, no curfew, no programming onsite. Client will receive support finding permanent housing. The average and ideal length of stay is up to 6 months. 10 bed capacity. Housing available for any adult AB-109 eligible client of ACPD.*

* **Building Opportunities for Self-Sufficiency (BOSS) Contract Ends 6/30/23**

*BOSS's New Hope House is a transitional housing program with wraparound services including case management to help clients find permanent housing as well as address other possible needs such as employment, substance abuse, and education where applicable. Average program duration is 12 months; 12 bed capacity.*

* **Building Opportunities for Self-Sufficiency (BOSS) Contract Ends 6/30/23**

*BOSS's Women’s and Children is a transitional housing program with wraparound services including case management to help clients find permanent housing as well as address other possible needs such as employment, substance abuse, and education where applicable. Average program duration is 12 months; 21 bed capacity. This program is specifically for Women and Children only, with single Women if there is space available.*

* **East Oakland Housing Project (EOCP) Contract Ends 6/30/23**

*Permanent Rapid Re-Housing program that helps clients search and obtain permanent, independent housing and provides rent subsidies for one year (decreasing in percentage every 3 months); also provides case management to help clients address needs such as employment, manage income and independent living skills.*

* **GENESIS FRESH START ACADEMY CONTRACT ENDS 11/30/23**

*Genesis is a transitional housing program with wraparound services including case management to help clients find permanent housing as well as address other possible needs such as employment, substance abuse, and education where applicable. Average program duration is 12 months; 20 bed occupancy capacity.*

* **Kingdom Builders Contract Ends 6/30/23**

*The Dream Center is a transitional housing program with wraparound services including case management to help clients find permanent housing as well as address other possible needs such as employment, substance abuse, and education where applicable. 30 bed capacity.*

* **LAO FAMILY COMMUNITY DEVELOPMENT, INC. (LAO) Contract Ends 6/30/23**

*LAO’s Care Campus is a transitional housing program with wraparound services including case management to help clients find permanent housing as well as address other possible needs such as employment, substance abuse, and education where applicable. Average program duration is 6 months; 150 bed single occupancy capacity.*

* **Men of Valor Academy (MOVA) Contract Ends 6/30/23**

*Transitional housing program with wraparound services including case management to help clients find permanent housing as well as address other possible needs such as employment, substance abuse, and education where applicable. 10 bed capacity.*

* **Seventh Step Contract Ends 6/30/23**

*Seventh Step Foundation Inc. is a clean and sober living transitional housing program that can serve up to 32 adult AB-109 eligible men. Clients are provided three meals a day, which are prepared onsite. There will be light case management services available to assist clients with things like getting an ID and enrolling in benefits. There are rules and curfews to be followed, clients need to be willing and have the ability to follow program rules. Random drug testing. The average and ideal length of stay is up to 6-months, but clients may stay longer if approved by DPO and Seventh Step. 16 of 32 bed capacity during covid.*

* **Sister-to-sisteR 2 inc. Contract Ends 6/30/23**

*Serenity House is a transitional housing program with wraparound services for female clients with a history of substance-use. Sister-to-Sister 2 Inc. will provide case management to help clients find permanent housing as well as address other needs such as gaining self-sufficiency and stability, remaining clean and sober, and improve overall health and mental well-being. 5 bed capacity.*

***Housing contracts address the following reentry needs scale: residential instability and substance abuse.***

**Sex Offender Management Treatment Program**

* **THE COUNSELING AND PSYCHOTHERAPY CENTER**
* **HOPE PROGRAM**
* **PSYCHOLOGICAL ASSESSMENTS, INC. DBA SHAPING SUCCESS**

*The Sex Offender Treatment Management program utilizes a pool of therapists provide sex offender treatment and assessment services using the containment approach in the context of multi-agency collaboration, explicit policies, and consistent practices that combine case evaluation and risk assessment, sex offender treatment, and intense community surveillance, all designed specifically to maximize public safety.*

***Treatment providers contracted thru 7/31/23***

***Sex Offender Treatment contracts address the following needs:*** *antisocial temperament, coping skills, antisocial cognition*

**Substance Use and Mental Health Services - Alameda County Behavioral Health Care Services**

* **Serious Mental Illness (SMI)**

*Success: Movement from Incarceration (SMI) is a justice service program that provides Reentry services in collaboration with the Alameda County Probation Department that serves the whole person and offers one-on-one counseling, medication management, referrals, linkages and career development, a supportive environment and assistance in making positive life decisions.*

* **Mild-to-Moderate Mental Health Services**

*Felton Institute & Roots Community Health Center provide behavioral health treatment, transitional case management and other services for up to 12 months to eligible transition age youth (TAY) and adults with mild-to-moderate mental illness, linking them to other support services or step-down to services as needed to prevent recidivism and promote self-efficacy.*

* **Recovery Residences: Multiple Vendors**

*AB-109 eligible clients who are Alameda County residents with a need for substance use treatment who are interested and willing to participate in substance use treatment may be eligible to receive up to 6 months of sober living housing upon release from California State Prison or Santa Rita Jail. Participation in substance use outpatient treatment is required. Recovery Residence Housing Providers: C.U.R.A. Recovery Residence and Oakland Options Recovery Services.*

* **Other Mental Health & Substance Use Services**

*The Alameda County Department of Behavioral Health Care provides alcohol and other drugs and mental health services for Alameda County.  Some services are provided directly by county staff, and other services are provided through contract with community-based organizations.*

***Behavioral Health providers contracted thru 6/30/23.***

**Other Active AB-109 Funded Programs**

* **2-1-1 Reentry Resources and Services: Eden I&R Contract Ends 6/30/23**

*2-1-1 Alameda County Reentry Portal is a place for justice-involved citizens to explore and find supportive resources for preventive and rehabilitative services.*

* **The Center of Reentry Excellence (CORE): Felton Institute Contract Ends 4/30/22**

*CORE is a one-stop, multi-service reentry center which specializes in working with justice involved people ages 18 and older. CORE connects clients to: clinical and reentry case management, peer coaching, cognitive behavioral interventions, substance dependency and recovery services, education and employment services, barrier removal and benefits enrollment assistance.*

* **Early Intervention court: Leaders in Community Alternatives Contract Ends 7/31/22**

*Pretrial programs perform three primary functions: (1) Identify a defendant’s level of risk of failure (failure to appear and/or new arrest) if released to the community; (2) Make recommendations to the court concerning conditions of release; and (3) Supervise defendants who are released from secure custody during the pretrial phase.*

* **Reentry Court Services - PRCS: CA Superior Court Contract Ends 6/30/23**

*Reentry court programs are designed to prevent probationers with a history of substance abuse and/or mental illness from returning to prison by providing enhanced services and supervision. Following evidence-based practices, reentry court participants are assessed for their risk of reoffending and treatment needs. Treatment and community supervision plans are created to assist participants to safely and effectively reenter the community.*

* **Transportation: Bonafide Contract Ends 3/21/23**

*At release from prison, transportation represents a basic critical need for individuals. The “Ride to Reentry” program offers safe and reliable transportation to individuals who require it.*

* **SAFE LANDING: ROOTS COMMUNITY HEALTH CENTER CONTRACT ENDS 5/31/23**

*At release from Santa Rita Jail, transportation represents a basic critical need for individuals. The “Safe Landing” program offers safe and reliable transportation to individuals who require it. The program also provides an on-site safe landing center for supportive services.*

**Referrals and Active Clients**

|  |  |  |  |
| --- | --- | --- | --- |
| **Center of Reentry Excellence (CORE)** | **January** | **February** | **March** |
| **Total # of distinct clients referred within the month** | **48** | **56** | **58** |
| **Total # of distinct clients active in program within the month** | **91** | **87** | **88** |
| **Total # of distinct clients who became active within the month** | **22** | **26** | **29** |

*Note.* As of April 28, 2022. The number of distinct individual clients are reported in bold.

**Client Exits**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **January** | **February** | **March** |
| **Total # of distinct clients who exited during the month** | **25** | **23** | **27** |
| Successfully completed | 23 | 22 | 24 |
| Expelled | 0 | 0 | 0 |
| Participant Quit | 0 | 0 | 0 |
| Deceased | 0 | 0 | 0 |
| New Arrest/Probation Violation | 1 | 0 | 2 |
| Term Ended | 1 | 1 | 2 |
| Unsuccessfully completed | 0 | 0 | 0 |
| Terminated | 0 | 0 | 0 |

*Note.* As of April 29, 2022. Clients may have multiple exits within a month. The number of distinct individual clients are reported in bold.

**Clients by Program Phase**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Program Phase** | **January** | **February** | **March** |
| **Intake and Enrollment** | Intake | 4 | 10 | 8 |
| Enrollment | 2 | 17 | 25 |
| Orientation | 26 | 43 | 40 |
| **Assessment and Planning** | Assessment | 29 | 13 | 10 |
| Case Conference | 0 | 0 | 1 |
| Provider Service Plan | 10 | 16 | 8 |
| **Program Progress** | Mentor Assigned | 26 | 34 | 36 |
| Outcome | 0 | 2 | 3 |
| Outcome II | 0 | 0 | 1 |
| **Service Delivery** | Barrier Removal | 70 | 72 | 101 |
| Adverse Event | 2 | 0 | 0 |
| Housing Search | 4 | 1 | 0 |
| **Program Exit** | Referral Closure | 15 | 11 | 16 |
| Inactive | 0 | 2 | 1 |
| Program Completed Successfully | 9 | 14 | 10 |

*Note. As of May 3, 2022.*

**Incentives Distributed to Clients by Method and Purpose**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Method** | **January** | | **February** | | **March** | |
| **N** | **$** | **N** | **$** | **N** | **$** |
| **Total # of distinct clients by method** | **95** |  | **108** |  | **137** |  |
| Gas card | 0 | $0.00 | 1 | $39.81 | 0 | $0.00 |
| Material goods | 33 | $90.00 | 26 | $0.00 | 42 | $60.00 |
| Clipper card | 14 | $414.00 | 14 | $391.00 | 17 | $483.00 |
| Bus pass | 0 | $0.00 | 0 | $0.00 | 0 | $0.00 |
| Debit card | 0 | $0.00 | 1 | $25.00 | 0 | $0.00 |
| Gift card | 28 | $2,106.04 | 46 | $3,207.62 | 51 | $4,080.25 |
| Direct pay to third party | 16 | $1,908.11 | 14 | $932.20 | 20 | $1,378.56 |
| Check | 0 | $0.00 | 0 | $0.00 | 0 | $0.00 |
| Voucher | 4 | $0.00 | 6 | $90.00 | 7 | $60.00 |
| **Purpose** |  |  |  |  |  |  |
| **Total # of distinct clients by purpose** | **114** |  | **113** |  | **151** |  |
| Program participation/attendance | 16 | $975.00 | 22 | $1,425.00 | 17 | $1,250.00 |
| Transportation | 16 | $489.00 | 16 | $508.82 | 25 | $933.00 |
| Food | 44 | $1,422.90 | 40 | $1,522.30 | 58 | $2,554.24 |
| DMV fees | 6 | $86.96 | 3 | $0.00 | 4 | $100.00 |
| School supplies/textbooks | 1 | $66.09 | 0 | $0.00 | 1 | $191.61 |
| Clothing | 20 | $139.54 | 16 | $275.00 | 17 | $175.00 |
| Communication | 6 | $191.87 | 12 | $464.42 | 15 | $488.87 |
| Utilities | 0 | $0.00 | 2 | $265.09 | 0 | $0.00 |
| Hygiene | 0 | $0.00 | 0 | $0.00 | 9 | $25.00 |
| Household Goods/Furniture | 2 | $235.29 | 1 | $200.00 | 1 | $44.09 |
| Health/Wellness | 0 | $0.00 | 0 | $0.00 | 2 | $0.00 |
| Family Support/Childcare | 0 | $0.00 | 0 | $0.00 | 1 | $0.00 |
| Legal Fees | 2 | $841.50 | 1 | $0.00 | 1 | $300.00 |
| Union Dues | 1 | $70.00 | 0 | $0.00 | 0 | $0.00 |
| Community Activities | 0 | $0.00 | 1 | $25.00 | 0 | $0.00 |
| **Total Nⁱ and Incentive $** | **65** | **$4,518.15** | **63** | **$4,685.63** | **93** | **$6,061.81** |
| **Average Incentive Amount per Client** | **$69.51** | **$74.38** | **$65.18** |

*Note. As of April 13, 2022. The total amount of incentives included at the bottom are the same for method and purpose.*

*The monthly amount is distributed for various purposes across multiple methods.*