COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902171

### for

YOUTH SERVICE CENTER

**Networking/Bidders Conference Held on December 22, 2022**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via email. Email addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate email address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.** |

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Thank you for your participation and interest in the County of Alameda Request for Proposal (RFP) for Youth Service Center.

All the questions are taken verbatim from written questions emailed by potential Bidders. The County of Alameda shall be noted as “County” in the answers to these questions. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid response.

**Questions and Answers:**

1. Would it work against a bidder if they have no matching funds?
   1. **The County cannot determine how matching funds will be scored until the County Selection Committee has had an opportunity to review each Bidder’s bid response packet and the budget justification provided.**
2. The Bidder Response Packet does not include information regarding attaching letters of support. Is it permissible to add letters of support to the response packet? If so, are there parameters we must take into consideration, i.e., will they count as part of the total length of the proposal?
   1. **Letters of support are not required. Bidders may list those contacts as references on the reference template within Exhibit A.**
3. On page 37 of the RFP, it states that “Bidders **must** submit an electronic version of their proposal in a PDF file” and “Bidders **must** submit pricing on the Excel Spreadsheet”. Does the County want the budget to be submitted as a part of the PDF file in addition to being uploaded to the portal and submitted as a separate Excel file?
   1. **Bidders must submit the budget as part of the PDF file in addition to uploading the separate Excel Budget Form to submit pricing.**
4. Clarification on Transition Age Youth (TAY) eligible for services. Page 5 describes the target population as including Transition Age Youth (TAY), ages 18-21 (with active Probation involvement or Non-Minor Dependents).  Will you please clarify if only TAY who have active probation involvement or are non-minor dependents qualify for services or would any at promise or system-involved transition age youth qualify.  Is the age cap for services 21 or higher (sometimes TAY is defined up to age 25)?
   1. **TAY youth include at-promise. The age required is up to age 21.**
5. Required Staff Clarification.  Is “case manager” (page 16) a required position or is it acceptable to have Family Counselors provide the case management services required under the contract?
   1. **The case management service is required. If a Bidder chooses to have a family counselor provide the case management service, this should be explained in the bid response.**
6. Crisis Receiving Home coverage clarification.  Please clarify what is required in terms of on call coverage for holidays and after normal business hours and/or outside “on call” hours.
7. The first bullet point on page 13 says: “They must have a staff on call for the following holidays: Independence Day, Labor Day, Veteran’s Day, the day after Thanksgiving, Martin Luther King Jr. Day, Presidents Day, and Memorial Day. On Christmas Day, Thanksgiving Day, and New Year’s Day.”  I believe the intent was to say something about on-call coverage not being required on Christmas Day, Thanksgiving Day, and New Year’s Day but the sentence is incomplete.  Please clarify.
8. The third bullet point on page 13 says: “Contactors have case responsibility while youth is at the CRH and may be contacted at any time for a case consultation. Each Contractor must be responsible for designating staff to be contacted in the event of an urgent or crisis situation occurring after normal business hours and/or outside “on call” hours and to coordinate with the CRH to attempt to obtain parental consent for the provision of services, when necessary. Each Contractor must develop and maintain procedural guidelines and conduct staff training in coordination with the CRH in the event of an urgent or crisis situation.” This creates an additional on-call burden beyond what is outlined in the previous bullet points and essentially requires the contracted agency to be on call 24/7/365 in case there is an urgent or crisis situation “outside on call hours”.  This is costly and logistically impractical for many agencies.  Moreover, in practice, agencies are rarely contacted in these situations, and certainly not frequently enough to justify the cost of full time on-call coverage.  Currently, the director of Eden Counseling, as the operator of the Crisis Receiving Home, is contacted by CRH staff for consultation in these situations.  I request that we use the RFP and Contracting process as an opportunity to fix this language and make the RFP/Contract reflect what is already happening operationally.  My suggestion would be to omit the complete bullet point and include the requirement about developing and maintaining procedural guidelines and conducting staff training in coordination with the CRH elsewhere, as that is still a relevant requirement but does not specifically pertain to the CRH hours of operation.
   1. **Refer to Addendum No. 2 for the revisions to this section.**
9. Work experience clarification.  Are resumes for staff assigned to the program required?  Page 16 says “contractors must provide the names of the proposed staff with their title, education, certifications, and license, which may be in resume format.”  Page 12 of the bid response packet says “in addition to the table, Bidders must submit a complete resume or curriculum vitae for each key personnel listed in the table, including educational background, relevant experience on similar projects, certifications, and merits).
   1. **Refer to Addendum No. 2 for the revisions to this section.**
10. Reference clarification.  How should a bidder select references if all funders are still current?  Is it acceptable to provide three current references in lieu of one current and two former?  Can someone from the Probation Department be listed as a reference if they are not directly involved in the selection process for this RFP since the services provided to Probation are the most similar in scope, volume and requirement?
    1. **Yes, three current references are acceptable. Bidders should not list anyone from the ACPD as a reference.**
11. Budget clarification. Will you please provide more information on how to approach the budget section since there are not identified dollar amounts allocated to each service area.  Is it appropriate to include a cost of living adjustment year over year in the three years of the contract?
    1. **Cost is evaluated as part of this bid, and in order to keep the evaluation of cost competitiveness, Alameda County, GSA-Procurement will not be disclosing budget amounts, maximum award amounts, or other funding descriptions that would otherwise preclude competition in cost. Bidders may include a cost of living adjustment year over year in the three years of the contract.**
12. What are the required font size, font and margins for the written responses?
    1. **The County does not have a preference on font size, font, and margins.**
13. The required Deliverables/Reports listed in the RFP includes the requirement to report Pre-Post Grade Point Averages (GPAs). Has the County received assurances from school districts that they will share grades for providers clients so we can provide them in our reports?  Will it be ok for providers to not include GPAs in reports if schools are not willing to provide that information? If we can access GPAs, how does the County define "Pre" and "Post"  in this context?
    1. **Refer to Addendum No. 2 for the revisions to this section.**
14. Section K of the Deliverables/ Reports section of the RFP mentions a "Youth assessment instrument (as determined by the Probation Department)”; Has the Probation selected such a tool yet? If not, will it be ok for us to state in our response that we will utilize whatever assessment tool the Probation Department selects and provides during the term of the contract?
    1. **The assessment tool used by the current contracted Youth Service Centers is the Partners for Change Outcome Management System (PCOMS). Yes, it is permissible to state in the response that a Bidder will utilize the assessment tool chosen by ACPD.**
15. Question 3 in the Description of  Proposed Services section of the Bid Packet states: Bidders must specify in their proposal how they will work with prior service provider in the respective service area to transition youth to a new provider. We will be proposing to work in the same services areas under this RFP that we are currently contracted to work in by the County Probation Dept; therefore, if awarded work under this new contract, we would be continuing to work with existing clients and would not be receiving clients from a different provider which negates the need for a transition plan.  Can we write as our response to question #3 that such a transition plan would not be applicable for the above reason stated? Or is the question asking something different than how we interpreted it?
    1. **A transition plan is not required from Bidders that are currently providing services in the service area that they will bid on. Please ensure that it is noted in the corresponding response section.**
16. Table 1 on page 6 of the RFP lists "Historical Data of the Average Number of Youth Served Per Year for Fiscal Years 2016-20 (Ages 10 - 24)". Do the numbers in that column represent youth served by the Alameda County Crisis Receiving Home (Malabar House) or some other set of services?
    1. **This data is inclusive of all services provided in that service area.**
17. Do we need to fill out the SLEB section if we are not SLEB?
    1. **Yes, all Bidders must complete the Small Local Emerging Business (SLEB) certification sheet. Bidders not certified SLEB must subcontract 20% of the contract to a SLEB vendor. Both the prime bidder and subcontractor must sign the SLEB certification sheet. If the prime bidder is exempt from the SLEB requirement, then bidders must sign the bottom of the SLEB certification sheet. Exempted Bidders must list their exemption on the Exceptions and Clarifications page within Exhibit A – Bid Response Packet and must provide proof of exemption.**
18. Can we add anticipated positions/current non-existing positions to the budget proposal?
    1. **Yes.**
19. How many years back should we provide data and stats of our services?
    1. **Three years.**
20. Pg. 5 of 38, Section A. Intent. How do you define at-promise (formerly referred to as at-risk) youth? Do TAY youth 18-21 who do not have active Probation involvement qualify for services?

**A18) As opposed to “at-risk,” “at-promise” promotes a more positive approach and has the chance to change the outcomes for our most vulnerable youth. It encourages individuals interacting with students to empower them and treat them as people with the promise to succeed.**

**AB 413 amended the Penal and Education Code to replace the terms “at-risk youth” and “high-risk youth,” with “at-promise youth” and “high-promise youth.”**

**Yes, TAY youth 18-21 who do not have active probation involvement qualify for services.**

1. Pg. 11 of 38,  Section E. Specific Requirements, Item 7. Does the identifying information for at-promise need to be provided to Probation staff or just for youth on Probation who were referred by Probation?
   1. **Yes, the information for at-promise youth needs to be provided to ACPD. This is how ACPD is able to document whether the deliverables are effective.**
2. Pg. 12 of 38, Section E. Specific Requirements, Item 7 (3 a) Counseling Services. It is difficult to engage and reach families/parents in school-based services because the schools don’t always accommodate on-site counseling services for families/parent-child sessions, also because some parents experience difficulty taking time off work to go to family sessions during the school day.  Can there be an exception for these situations in terms of counseling just the youth and not both youth and families together when services have to be delivered on school site?
   1. **Yes, services provided on a school site may be for the youth only. The family counseling is recommended if the youth and family need counseling support to work through issues affecting the youth.**
3. Pg. 17 of 38, Section F. Deliverables/Reports, Item 1 (a & h). What kind of reporting format will be used for monthly data reports and bi-annual progress reports? Can we de-identify youth names who are not Probation referred to be aligned with a trauma-informed approach to services? How do you define family members served for the month?  What is the preferred method for tracking family participant attendance at these family sessions?
   1. **ACPD will provide the format for reports to the awarded Contractors when contracts are awarded.**
4. Exhibit A Bid Response Packet Pg. 10 of 19. What is the source of this funding? What is the total funding amount for this RFP and award? In the budget form, do you want staff FTEs consolidated by Personnel Title (i.e., Counselor (3.5) or can we show multiple Counselors at their individual FTE levels?
   1. **The funding source is Juvenile Justice Crime Prevention Act (JJCPA). The total funding amount cannot be disclosed. On the budget form list each staff member separately with their individual Full Time Equivalent (FTE).**
5. Exhibit A Bid Response Packet Pg. 13 of 19, Description of Proposed Services, Item 2. What qualifies as an outreach effort?  Can you provide examples?
   1. **An outreach effort is a Bidder that goes out to schools in the service area connecting with a staff member at the school and providing flyers of the service. Another example is a Bidder setting up a website and social media, sharing information about the services provided. Another example is a Bidder having a table at a community event and sharing information about the services.**
6. We wanted to clarify that zip code 94546 belongs in service area 5 and not in service area 8. The current RFP lists 94546 in both (pages 6 and 7 of 38).
   1. **Yes, 94546 belongs to Service Area 5. Table 1: Service Area Locations has been revised in Addendum No. 2.**
7. Do interventions and services that target solely parents/caregivers count for family counseling? Or does each youth need to be seen with their family (page 12)?
   1. **The target is the youth. They should make an effort to get the family involved as necessary.**
8. Has the Probation Department determined which youth assessment instrument they will be using  (page 17; 1.k.)?
   1. **The current youth assessment instrument is the PCOMS. This assessment is expected to continue to be used at this time.**