**COUNTY OF ALAMEDA**

**HEALTH CARE SERVICES AGENCY (HCSA)**

QUESTIONS & ANSWERS

**to  
RFP No. HCSA-901023**

**for**

Case Management Services for Alameda County Caminos Program

**Summary of Q&A Submitted**

**Networking/Bidders Conferences held on March 1, 2023 and March 2, 2023**

**Notice to Bidders**

This County of Alameda, HCSA Questions & Answers (Q&A) Document has been electronically issued to potential bidders via e-mail based on the bidders conference sign-in sheets or from other sources. This Q&A Document will also be posted on the General Services Agency (GSA) Contracting Opportunities website located at <https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp>

**Bid/Contract Questions**

**Q**1**: Is there preference points given to organizations that has experience providing services to UIY and CMF?***A1: No, in order for organizations to receive preference points, they must submit bids that demonstrate current SLEB certification. Please refer to RFP Section II.H.9. Final Score (p.18). For more information on Alameda County Small, Local & Emerging Business Program, visit website* [*https://acgov.org/sleb/overview.htm*](https://acgov.org/sleb/overview.htm)*.*

**Scope of Work Questions**

**Q2: This question is related to this RFP language for Area 4: “The Service Area will not overlap school districts listed in Service Areas 1, 2 and 3; however, if a student and/or family situation arises in another Service Area, communication and coordination with the Contractor awarded will be required.” Understanding that some of the UIY/CMF services are not school-based, can a community-based provider provide initial or continuing services in Areas 1, 2 and 3 when the link to school-based services has not yet been initially established or cannot be maintained due to limited access to providers in Areas 1, 2 and 3? An example of this would be: a student based at a school site within Areas 1,2,3 where a Caminos school-based provider is not able to offer services?**

**A2:** *When warranted, the contactor for Service Area 4 should coordinate with contracted providers in Service Areas 1, 2, and/or 3 and identified school district to ensure clear communication, coordination of services and collaboration for the UIY/CMF student and/or caregiver. Additionally, please refer to RFP Section I.E. SPECIFIC REQUIREMENTS (p.14).*

**Q3a: Need to be specific age?**

**A3a:** *In response to the increase in children and youth, the majority of which are school-aged (5-19 years old), Alameda County has increased its investment, partnerships and coordination to best respond to the complex and holistic needs of youth identified as UIY and CMF along with health and education partners, which can serve UIY/CMF youth up to the age of 21 years old. Additionally, please refer to RFP Section I.B. BACKGROUND, (pp.5-6).*

**Q3b: The contractor would have to use their own professional service, such mental health. Or would work with the services that exist in each district such as cost and other programs?**

**A3b:** *Under this RFP, the contractor will employ the case managers and the case managers will work in collaboration with community partners, local organizations, and schools for coordinating youth and/or caregiver services, which may include Coordination of Services Team (COST) meetings and other community-based settings.*

**Q3c: How will it be used to report data or will simple forms be used?**

***A3c:*** *Contractor(s) shall collect and present data in regard to: a. Individual and/or group level data into CHSC database b. Annual Youth and Family Satisfaction Surveys c. Staff training and workshop evaluations, when applicable d. Data monitoring and oversight in partnership with CHSC and/or 3rd party evaluator. Additionally, please refer to RFP Section I.F. DELIVERABLES/REPORTS (p.15).*

**Q4: In terms of the Preventative Counseling Section, is it your expectation that the agency hire Master's level Therapists for this contract or that peer counseling be provided through Case Managers?**

***A4:*** *This RFP has no educational requirements for staff.*