**COUNTY OF ALAMEDA**

REQUEST FOR PROPOSAL No. 901023

**for**

|  |  |
| --- | --- |
| **Bidders Conference #1: March 1, 2023, 11:00am (PST)**Microsoft Teams meeting**Join on your computer, mobile app or room device**[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_OWNkOWJmMTEtMDI2YS00ZmM3LTkzNjUtYmQyNWJkZTVhMWQw%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22436db069-6522-4827-b2b6-5e512a53d806%22%7d)Meeting ID: 260 499 172 788 Passcode: Hzct4j[Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)**Or call in (audio only)**+1 415-915-3950,,80339674#   United States, San FranciscoPhone Conference ID: 803 396 74#[Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=80339674) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing) | **Bidders Conference #2: March 2, 2023, 1:00pm (PST)**Microsoft Teams meeting**Join on your computer, mobile app or room device**[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_YzBkNDA1NWMtNzEzMi00NDVkLTk5MDgtMzAzNWUyYTljNzQ4%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22436db069-6522-4827-b2b6-5e512a53d806%22%7d)Meeting ID: 278 639 357 150 Passcode: etzPwh[Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)**Or call in (audio only)**+1 415-915-3950,,655829233#   United States, San FranciscoPhone Conference ID: 655 829 233#[Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=655829233) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing) |
| Additional Information: Bidders Conferences are virtual and can be accessed by clicking on the meeting links provided above at the scheduled dates and times. |
| **For complete information regarding this project, see Request for 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/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**]****or contact the County representative listed below.****Thank you for your interest!****Contact Person: Angela Cai****Phone Number: (510) 618-3371 E-mail Address:** **acai@acgov.org** |

Case Management Services for Alameda County Caminos Program

**RESPONSE DUE**

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

**March 28, 2023**

**at**

**Alameda County, Health Care Services Agency**

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

Alameda 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. 901023

Case Management Services for Alameda County Caminos Program

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Request Issued** | **February 22, 2023** |
| **Networking/Bidders Conference No. 1** | **March 1, 2023, 11:00am (PST)**Microsoft Teams meeting**Join on your computer, mobile app or room device**[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_OWNkOWJmMTEtMDI2YS00ZmM3LTkzNjUtYmQyNWJkZTVhMWQw%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22436db069-6522-4827-b2b6-5e512a53d806%22%7d)Meeting ID: 260 499 172 788 Passcode: Hzct4j[Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)**Or call in (audio only)**+1 415-915-3950,,80339674#   United States, San FranciscoPhone Conference ID: 803 396 74#[Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=80339674) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing) |
| **Networking/Bidders Conference No. 2**  | **March 2, 2023, 1:00pm (PST)**Microsoft Teams meeting**Join on your computer, mobile app or room device**[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_YzBkNDA1NWMtNzEzMi00NDVkLTk5MDgtMzAzNWUyYTljNzQ4%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22436db069-6522-4827-b2b6-5e512a53d806%22%7d)Meeting ID: 278 639 357 150 Passcode: etzPwh[Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)**Or call in (audio only)**+1 415-915-3950,,655829233#   United States, San FranciscoPhone Conference ID: 655 829 233#[Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=655829233) | [Reset PIN](https://dialin.teams.microsoft.com/usp/pstnconferencing) |
| **Written Questions Due via Email:** **acai@acgov.org** | **March 2, 2023 by 5:00pm (PST)** |
| **List of Attendees** | **March 6, 2023**  |
| **Questions &Answers Issued** | **March 10, 2023** |
| **Addendum Issued** (only if necessary to amend RFP) | **March 10, 2023** |
| **Bid Response Due1000 San Leandro Blvd, Suite 300 San Leandro, CA 94577** | **March 28, 2023 by 2:00pm (PST)** |
| **Evaluation Period** | **March 28, 2023 - May 7, 2023** |
| **Notice of Intent to Award Issued** | **May 8, 2023** |
| **Board Consideration Award Date** | **June 6, 2023** |
| **Contract Start Date** | **July 1, 2023** |

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

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901023

SPECIFICATIONS, TERMS & CONDITIONS

for

Case Management Services for Alameda County Caminos Program

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ATTACHMENTS

EXHIBIT A **BID RESPONSE PACKET**

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms and conditions to describe the case management and health promotion services being requested by Alameda County Health Care Services Agency (hereafter HCSA or County) for Unaccompanied Immigrant Youth (UIY), Children of Migrant Families (CMF) and their caregivers. HCSA is seeking qualified organization(s) to design and provide these services as described in this Request for Proposal (RFP).

The County intends to award up to four 12-month contract(s) for the approximate term of July 1, 2023 – June 30, 2024 (with an option to renew or extend up to an additional 48 months) to the bidder(s) selected as the most responsible bidder(s) whose response best conforms to the RFP and meets the County’s requirements.

There are four service areas where the bidder(s) should specify which area(s) its organization has the capacity and intention to provide services. Each bidder is eligible to apply in one or more service areas listed. The service areas are established by the boundaries of a school district and/or region of the County. Bidders must submit one Bid Packet per service area, which will be evaluated independently based on each service area (See Exhibit A – Bid Response Packet, Required Documentation and Submittals below).

The total amount of the contract(s) awarded for the 12-month term for providing the scope of services described in this RFP is anticipated to be approximately $580,000. Anticipated awards for each service area are listed in Table 1.

 **Table 1: The services under this RFP will be awarded in the following service areas:**

|  |  |
| --- | --- |
| **Region/School District(s)** | **Anticipated Award Amount (Range) per service area** |
| Service Area 1: Tri-Cities: Fremont, New Haven, and/or Newark Unified School Districts | $75,000 - $125,000 |
| Service Area 2: Hayward Unified School District | $140,000 - $175,000 |
| Service Area 3: Oakland Unified School District | $140,000 - $175,000 |
| Service Area 4: Unincorporated/ Countywide Services and Convener  | $150,000 - $175,000 |
| ANTICIPATED ANNUAL TOTAL FUNDING (Not to Exceed): | $580,000\* |

 \*$580,000 Total Allocation Pending Board of Supervisor Budget Approval for Fiscal Year (FY)2023-2024 and annually

Funding for the services under this RFP comes from two sources: Alameda County Measure A and Tobacco Master Settlement Funds (TMSF) (pending Board of Supervisor approval for Fiscal Year 2023-2024).

Amendments to the scope of work may also be possible and contingent upon availability of funding. Bidders who intend to respond to this RFP must demonstrate their ability to provide services. The final contract amount is subject to successful negotiations with the County.

## BACKGROUND

HCSA is the health authority in Alameda County whose mission is to provide fully integrated health care services to its residents. These services are provided through a comprehensive network of public and private partnerships that ensure optimal health and well-being and respect the diversity of all residents. HCSA recognizes that to achieve this mission, it must develop high quality services and operations that are consistent with any changes in relevant economic and policy environments.

The Center for Healthy Schools and Communities (CHSC) is the school health division of HCSA, located in the Office of the Agency Director (OAD). CHSC works to foster the academic success, health, and well-being of Alameda County youth by building universal access to high-quality supports and opportunities in schools and neighborhoods. CHSC values empowering families and youth, growing the capacity of communities to affect change, and building strategic partnerships that link health and education institutions to achieve equity.

In 2015, the Alameda County Board of Supervisors authorized funding to support the increasing number of Unaccompanied Immigrant Youth (UIY) entering the United States and Alameda County. The initial funding allocation was to provide school-based and school-linked case management and mental health supports for UIY in Southern Alameda County in partnership with health providers and schools. Since then, schools and service providers have experienced an increase of Children of Migrant Families (CMF) fleeing similar conditions in their home country as UIY – definitions below. As a result of this increased need, funding increased and HCSA developed the Caminos Program framework that guides the design, implementation and evaluation.

UIY, are minors who crossed the US border without a parent or guardian, and who may or may not have been apprehended by Immigration and Customs Enforcement (ICE), Office of Refugee Resettlement (ORR) and who entered the US without lawful immigration status. UIY have made the dangerous journey across borders to flee domestic abuse, gang violence and/or to escape poverty. The majority of UIY in the US come from Central America. Gang violence is prevalent in Central America and boys as young as six years old are routinely targeted to join gangs or risk being killed. Young girls are targeted for sexual abuse or exploitation. Many UIY have witnessed threats and/or murder of a loved one.

CMF are children who migrate with their families, and are considered part of the same population as they have experienced many of the same experiences fleeing their home country. As such, UIY and CMF make up a unique, vulnerable population with distinctive health and mental well-being challenges. Displacement, in combination with the challenging processes of acculturation, including socio-economic integration, puts young people in situations of social vulnerability with restricted access to health care. Issues of access to health care, coupled with the physiological consequences of Adverse Childhood Experiences (ACE), results in an increased risk for health disparities over the lifespan.

The term Caregivers will be used in this Request for Proposal to be inclusive of parent(s), guardian(s), sponsor(s), and any other adult in the young person’s life.

Alameda County has the second-highest percentage of UIY in California and the eighth highest in the country. In 2014, there were approximately over 400 UIY in Alameda County. Today, there are over 4,810 UIY that have been apprehended at the border and released to sponsors in Alameda County, with nearly 1,000 reported in the last fiscal year alone (2021–2022). In 2022-2023 school year, the two largest school districts, Oakland and Hayward, have enrolled approximately 3,635 UIY and CMF.

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.

## SCOPE

The awarded Bidder(s) shall provide CHSC with case management and health promotion services for UIY and CMF as needed and deliverables under the direction of CHSC as outlined below:

The Alameda County Caminos Program recognizes that UIY and CMF are a resilient population with unique health, mental well-being, and basic needs that impact their ability to engage and succeed in school. Using a strength-based approach, CHSC Caminos Program believes in a collaborative approach to addressing the complex issues of immigration, health, and education. Simultaneously, CHSC works across systems to build capacity of schools to better identify and link UIY and CMF and their caregivers to health services and basic needs’ supports. The primary strategies for the Caminos Program are:

1. Providing direct services to UIY and CMF and their caregivers;
2. Conducting broad outreach to educators, health providers, students, and families; and
3. Capacity-building with health providers and educators

There are four service areas where the bidders should specify which area(s) its organization has the capacity and intention to provide services. Each bidder is eligible to apply in one or more service areas listed below.

The services under this RFP will be awarded in the following Service Areas:

|  |  |
| --- | --- |
| **Region/School District(s)** | **Award Amount (Range)** |
| Service Area 1: Tri-Cities: Fremont, New Haven, and/or Newark Unified School Districts | $75,000 - $125,000 |
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| Service Area 4: Unincorporated/ Countywide Services and Convener  | $150,000 - $175,000 |
| ANNUAL TOTAL (Not to Exceed): | $580,000\* |

\*$580,000 Total \*$\*$580,000 Total Allocation Pending Board of Supervisor Budget Approval for FY2023-2024 and annually

 **Alameda County Caminos Program Framework**

**CHSC has developed and updated its approach and framework, focusing on overall health and creating a supportive community for UIY and CMF students and families by building capacity at multiple levels to foster resiliency. The framework centers upon seven core components:**

* + 1. **Trauma-Informed Practice:** Operating through a trauma focused lens, and an understanding of how trauma affects overall functioning. We aim to support UIY and CMF students and caregivers who have experienced trauma to build on their naturally inherent resilient capabilities by helping to create spaces where they can build coping skills in an empowering and supportive environment. Incorporating trauma informed practices into school culture strengthens all components of the school-based behavioral health system and increases the capacity of adults in the lives of UIY and CMF to support student learning and wellness.
		2. **Resiliency:** The ability to adapt to difficult and traumatic situations. Each individual has the potential to be resilient. Many UIY and CMF have experienced significant trauma and have also shown a tremendous amount of resilience given how far they have come. This is a strength that Caminos Program builds on. There are a number of resiliency factors that promote a positive outlook and coping skills despite having faced adversity or traumatic experiences. It is vital to support schools to create learning environments that are safe, nurturing and consistent. Connections to caring adults and supportive environments have been shown to foster resiliency and protect children who have faced significant trauma.
		3. **Response to Intervention (RTI):** Commonly known as the 3 Tiers of Support, it focuses on efforts to increase capacity at multiple levels by creating linkages to meet the overall social, emotional, health, and wellness needs of UIY and CMF. Utilizing RTI to guide our work with UIY and CMF students and their families, ensures that they are connected to a variety of services which are culturally relevant, foster resiliency, and deepen a connection to others and the community.

RTI is a comprehensive framework across the three tiers.

**Tier 1:** focuses on prevention-creating positive school environments that promote healthy social-emotional development.

**Tier 2:** focuses prevention and early intervention services targeted to students who are at risk.

**Tier 3:** focuses on intensive intervention for students with behavioral health issues requiring individual treatment (referred out, beyond scope of this RFP).

* + 1. **Culturally and Linguistically Responsive:** Honoring the culture and background of students, families, and communities is crucial to providing effective care and reducing disparities in health and academic success. A culturally responsive system designs and implements supports and services tailored to the unique needs of students and families. We recognize that there are a variety of ways to heal and that there are traditional healing methods that align with culturally competent practices. In addition, our model focuses on building capacity of teachers, school staff and community providers, to recognize the unique circumstances and cultural backgrounds of these youth, and in particular, to recognize and understand student attempts to cope with traumatic experiences.
		2. **Youth Driven:** Engaging students and meeting them where they are at. The focus is on building upon their resilience through positive relationships, opportunities, and basic services. We are ready to address the trauma if and when that comes to the surface, and only at the desire of the youth. Work with students is driven by the needs and interests they raise.
		3. **Caregiver Engagement:** Caregivers benefit from having support to better understand factors involved in supporting immigrant youth in a new country and environment. One of the primary mitigating factors of trauma experienced in childhood is the presence of at least one caring and consistent adult. Given the pressures that caregivers may face, this effort is constantly evolving.
		4. **Linkage to Resources:** Linking students and caregivers to identified resources in the school and community strengthens their connections to local services and builds upon the service provider network within Alameda County with a ‘warm handoff’ approach to maximize access and follow-up.

## BIDDER QUALIFICATIONS

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

* + 1. Bidder shall be a 501c3 designated non-profit organization or faith-based organization.
		2. Bidder shall be regularly and continuously engaged in the business of providing health and wellness and related services for and within immigrant communities for at least five (5) years.
		3. Bidder shall have demonstrated experience working within an educational environment and have a history of strong collaboration with school districts for at least three (3) years.
		4. Bidder shall demonstrate experience providing and coordinating services with adolescent health service providers, such as School Health Centers, Medi-Cal Behavioral Health providers, etc.
		5. Bidder must possess all permits, licenses, and professional credentials necessary to supply products and perform services specified under this RFP. Unless noted otherwise in the RFP, for example the item(s) stated above, including any Addendum or published Questions and Answers, Bidder is not required to submit copies or verification of the permits, licenses and credentials; however, Bidder must provide such proof if requested by County.

Bidder must explicitly demonstrate how they meet the minimum qualifications listed above in their bid.

Prime Bidders may propose subcontractors in the bid response as part of the proposed scope of services; subcontractors are subject to County approval if the Prime Bidder is awarded a contract.

Prime Bidders must meet the Bidder Minimum Qualifications in order to be considered for contract award. Prime Bidders may not use the experience of proposed subcontractors and/or partners to meet the Bidder Minimum Qualifications.

## SPECIFIC REQUIREMENTS

The selected Contractor(s) will work in partnership with the HCSA Center for Healthy Schools and Communities, school district(s), community-based organizations in the identified Service Area(s) to support the health, medical, mental health, social, and basic needs of UIY and CMF. Using a resilience-focused approach, the selected agency will conduct outreach to UIY, CMF and their caregivers to determine student and family service needs, and coordinate the delivery of services to a caseload of UIY, CMF and their caregivers residing and/or attending school in the identified Service Area(s).

Contractor shall be responsible for the following program administration services;

* + 1. Provide services accessible to clients and their caregivers (including hours of operation, days available, language accessibility and minimize barriers to services).
		2. Complete an annual Letter of Agreement with each school site where services are to be provided and maintain a District-level Memorandum of Understanding to include these services for youth and caregivers. These must be submitted to CHSC for review and record-keeping annually.
		3. Work closely with the school district enrollment office and school site(s) to ensure clear communication and coordination on the process for identifying and referring UIY/CMF students to schools and services.
		4. Collaborate with school administrators, Coordination of Services Team (COST) Coordinator, school staff/counselors, and community service providers regarding strategies for meeting the health, social-emotional, and basic needs of UIY and CMF.
		5. Indicate the total number of unduplicated youth and caregivers served per Service Area included in this response.
		6. Develop, revise and implement guidelines, procedures and strategies for meeting the health, social-emotional, educational, recreational, and other needs of UIY/CMF and their caregivers.
		7. Maintain client records in accordance with organization and federal privacy and confidentiality policies, practices and guidelines (ie. HIPAA).
		8. Design and conduct outreach activities for identifying and connecting with UIY/CMF and caregivers in the Service Area(s).
		9. Work with CHSC to recommend outreach and engagement policy and procedural changes, programs, and activities in partnership with school districts, school sites and other partner organizations.
		10. Engage participants to develop and publicize multi-media content as a method of disseminating linguistically and culturally appropriate health information to UIY/CMF and their caregivers.
		11. Maintain minimum 5% of the budget for Emergency Funds for clients enrolled in Case Management and/or Preventative Counseling services. Use of emergency funds must be health focused and aligned with Measure A and Tobacco Master Settlement Funds (TMSF).
		12. Secure and report on leverage funding.
		13. Participate in the Alameda County Caminos Program Evaluation.
		14. Participate as member of the Alameda County Caminos Program by attending the monthly Caminos meeting and engaging in other Caminos program gatherings as needed.

 **Youth Direct Services**

The following are services directly for the benefit of UIY/CMF through school-based and/or school-linked services:

* 1. **Screening and Assessment:** Conduct a linguistically and culturally appropriate screening and assessment to engage students, enroll or verify public benefits, and assess whether the student should be referred to additional services within program or to partner agency via COST or other mechanism. If Screening and Assessment already in place with school site(s), ability to share information to reduce duplication.
	2. **Case Management:** Facilitate the achievement of student wellness through advocacy, assessment, planning, communication, education, resource management, and service facilitation. Based on the needs and in collaboration with all service providers, case management links students with appropriate providers and resources, may assist students in completing school and health enrollment applications. Refer students, family members and caregivers to school and community-based services and resources and follow up on progress and other needs.
	3. **Preventive Counseling:** Maintain a student caseload to implement client-driven goal-centered individual counseling services, brief intervention typically 8 sessions. Serve as liaison between UIY/CMF youth and their caregiver, as appropriate.
	4. **Home Visits:** In an effort to minimize transportation barriers to services and with consent, home visits are made to address health and wellness issues, deliver basic needs items, and provide resources and support to students or families at their home or a neutral community location. This may also be part of a case management and/or preventive counseling session and when schools are closed for vacation or days off. This is not to take the place of school-related home visits, such as attendance.
	5. **Drop In:** Supports and mentorship provided to an individual student that is not crisis focused or case management related.
	6. **Youth Workshops:** Workshops based on youth-identified health and wellness topics, mental health, acculturation and adjustment, healthy relationships, safety planning and other topics for students, including inviting partner agencies to co-present on a topic and access to resources
	7. **Health Promotion:** Promoting healthy culture in school, home and community setting, such as, online media campaign(s), health awareness campaigns (online and/or in-person), interactive tabling at school and community events, etc. with a focus on uplifting resilience of immigrant youth, engaging with various service providers and promoting organizational services specific to immigrant youth.
	8. **Resources and Referrals:** Maintain up-to-date resources and direct contacts for local services in order to provide “warm hand off” between providers for UIY/CMF to increase referral access (refer to Coordination with Schools section below)

 **Caregivers Direct Services**

The following are services directly for the benefit of Caregiver(s) of UIY/CMF through school-based and/or school-linked services.

* 1. **Screening and Assessment:** Conduct a linguistically and culturally appropriate screening and assessment to engage caregiver(s), enroll or verify public benefits and assess whether the caregiver and/or student should be referred to additional services within program or to partner agency via COST or other mechanism
	2. **Case Management:** Facilitate the achievement of caregiver wellness through advocacy, assessment, planning, communication, education, resource management, and service facilitation. Based on the needs and in collaboration with all service providers, case management links caregiver(s) with appropriate providers and resources, may assist caregiver in completing school and health enrollment applications. Refer students, family members and caregivers to school and community-based services and resources and follow up on progress and other needs.
	3. **Preventative Counseling:** Maintain a caregiver caseload to implement client-driven, goal-centered and individual counseling services; brief intervention, minimum 3 sessions. Topics may include family reunification, experiencing change and adjustments, and others as they arise. Serve as liaison between UIY/CMF youth and their caregiver, as appropriate.
	4. **Home Visits:** In an effort to minimize transportation barriers to services and with consent, home visits are made to address health and wellness issues, deliver basic needs items and provide resources and support to students or families at their home or a neutral community location. This may also be part of a case management and/or preventive counseling session as well. This is not to take the place of school-related home visits, such as attendance.
	5. **Family/Caregiver Workshops:** Workshops based on variety of topics including, but not limited to: health and wellness topics, mental health, acculturation and adjustment, adolescent development and immigration, “Know Your Rights,” safety planning, and other topics for caregivers, including inviting partner agencies to co-present on a topic and access to resources
	6. **Health Promotion:** Promoting healthy culture in school, home and community setting, such as, online media campaign(s), health awareness campaigns (online and/or in-person), coordination with school for parent communication and events, etc. with a focus on uplifting resilience of immigrant families, engaging with various service providers and promoting organizational services and community resources for immigrant families, specifically for UIY/CMF.
	7. **Resources and Referrals:** Maintain up-to-date resources and direct contacts for local services in order to provide “warm hand off” between providers for UIY/CMF and their caregivers to increase referral access (refer to Coordination with Schools section below)

Design, Implement and Evaluate Services for Educators, Health Providers and other partners serving the target population:

* 1. **Consultation:** Provides general supports to teachers, school-based staff and partner agencies regarding behavior management, student wellness, grief and loss, teacher burn-out, etc. This may include consulting around specific participant(s), with appropriate consents.
	2. **Training and Professional Development:** Trainings and/or workshops given to teachers, school staff and partner agencies in the subject matter of UIY/CMF experiences, risk factors and assets, Caminos Program Framework and services among other topics, as agreed upon. This may also be conducted in partnership with other service providers and/or Alameda County CHSC staff.
	3. **Crisis Support Planning:** Crisis planning includes partnering with school site and/or school district staff and personnel to review, recommend and implement guidelines and protocols for delivering and coordinating crisis intervention services; and protocols for notifying team members, school staff, students, caregivers of information about a crisis. This is in relation to the school as a whole and more specifically related to the Newcomer student population, which includes UIY/CMF students and caregivers. This may be conducted in partnership with Alameda County CHSC staff.

Coordination with Schools and Service Providers, to include, but not limited to:

* 1. School Administration and Appropriate Staff / Coordination of Services Team (COST)
	2. Adolescent Behavioral Health Providers (i.e. Early Periodic Screening Diagnosis Treatment...)
	3. School Health Centers and/or community health center provider
	4. Health Insurance and Public Benefit Enrollment
	5. After-school and recreational program(s)
	6. Family Resource Center(s)
	7. Immigration Legal Services
	8. McKinney-Vento Housing and short/long term shelters

For Service Area 4 Only: Countywide Services, Resources and Convener

* 1. The Contractor selected for Service Area 4 will provide case management and health promotion services, as stated above, Countywide to school districts as identified and agreed upon annually between the County, Contractor and identified school district(s). 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.
	2. Service Area 4 school districts eligible for Caminos Program Case Management and Health Promotion services would include:
		+ - 1. San Leandro Unified School District
				2. San Lorenzo Unified School District
				3. Castro Valley Unified School District
				4. Emeryville Unified School District
				5. Dublin Unified School District
				6. Pleasanton Unified School District
				7. Livermore Valley Joint Unified School Districts
	3. Contractor shall establish a district wide memorandum of understanding (MOU) and/or Letter of Agreement with school sites in at least two of the above seven school districts annually. However, depth of service would be dependent on establishing annual MOU and/or Letter of Agreement
	4. Contractor shall be available to respond to inquiry and to screen and assess eligibility and need for services from other school districts listed above.
	5. Contractor shall convene, organize, design and facilitate the South County Collaborative monthly in coordination with Alameda County CHSC staff and local partners.

The South County Collaborative is an established and growing network of service providers, school district and Alameda County representatives who value and prioritize its unique regional focus on building capacity and linkages for UIY/CMF and caregivers in South County (Service Areas 1 and 2).

* 1. Contractor shall be available to partner with other school districts, contractor(s) and CHSC to consult, assist and/or facilitate additional regional collaboratives and uplift best practices and lessons learned of the South County Collaborative.
	2. Contractor shall work in partnership with CHSC to develop and maintain up to date an accessible Countywide Caminos Program Resource and Referral Guide, organized by Service Area and ensure it is culturally and linguistically accessible.
	3. Contractor shall coordinate with immigration legal service organization(s) to host virtual and in-person workshops and information related to the legal processes impacting UIY /CMF for youth and caregivers as well as for educators and service providers.

## DELIVERABLES / REPORTS

* + 1. Contractor(s) shall comply with any reporting and evaluation standards and agreements as set forth by HCSA staff (see Exhibit A of the RFP- Bid Response Required Documentation and Submittals Item 9 below for details on Deliverables and Reports). In addition, methodology for reporting performance standards may also include a Results Based Accountability (RBA) model. If required, County will provide technical training and support to the contractor.
		2. Contractor(s) shall submit program reports on a quarterly basis. Reports shall contain both quantitative and qualitative (narrative) data, per Service Area, to meet CHSC and funder requirements, including presentations, as requested.
		3. Contractor(s) shall collect and present data in regards to:
			1. Individual and/or group level data into CHSC database
			2. Annual Youth and Family Satisfaction Surveys
			3. Staff training and workshop evaluations, when applicable
			4. Data monitoring and oversight in partnership with CHSC and/or 3rd party evaluator

## BIDDERS CONFERENCE(S)

* + 1. The Bidders Conference(s) held on the date(s) specified in the Calendar of Events will be online via Microsoft Teams. Bidders can participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) by clicking on the meeting links provided in the Calendar of 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:

Angela Cai, Senior Program Specialist

**Alameda County, Health Care Services Agency**

**Email:** acai@acgov.org

* + 1. Attendance at the Bidders Conference(s) is highly recommended but are not mandatory. Potential bidders are strongly encouraged to attend 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 should 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.
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. **Reference Checks.** The County reserves the right to conduct reference check(s) on all Bidders who submitted a bid proposal. The CSC will then score the reference check(s), as identified in the Evaluation Criteria below, which will then be included in the final score.
8. **Optional Vendor Interviews.** The County may in its sole discretion, conduct vendor interviews. Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidders’ proposal. The score of any evaluation criterion below may be revised or informed based on the vendor interview.
9. **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 will be the final score.
	2. *With Vendor Interview.* In procurements where there are vendor interviews, the CSC will consider the interview and may adjust the scores received by the evaluation of the written proposal which will be the final score.
10. **Contact During Evaluation Process.** All contact during the evaluation phase must be through the Health Care Services Agency’s Special Projects Office only. Bidders must neither contact nor lobby CSC during the evaluation process. Attempts by Bidders to contact and/or influence members of the CSC may result in disqualification of Bidders.
11. **Determining Award.** As a result of this RFP, the County intends to award a contract to the highest-ranked responsible Bidder(s) 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.
12. 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. **This RFP includes four service areas. A bidder may bid on one or more of the service areas and will submit one Bid Packet per service area. A bidder bidding on multiple service areas will receive a separate evaluation and total score for each service area in accordance with the Evaluation Criteria outlined below:**

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 |
|  | **References (See Exhibit A – Bid Response Packet)** | Pass/Fail |
|  | **Cost and Budget:**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. Reasonableness (i.e., how well does the proposed pricing accurately reflect the Bidder’s effort to meet requirements and objectives?).
2. Realism (i.e., Is the proposed cost appropriate to the nature of the services to be provided and the number of clients to be served? How clear, realistic and reasonable are the costs in relation to the services provided and clients to be served?
3. How well does the Bidder’s cost capture all activities and staff FTE (full-time equivalent) needed to meet the services requested?
4. Does the Bidder include 5% of requested budget allocated to Emergency Funds with narrative description?
5. How well does the Bidder describe its fiscal oversight and management practices?
 | 15 Points |
|  | **Capacity, Readiness, Relevant Experience:**Proposals will be evaluated, including considering the RFP specifications and the questions below:1. How much experience does the Bidder have with similar projects, including two examples which demonstrate the desired relevant experience?
2. Does the Bidder demonstrate experience providing direct services to immigrant youth and caregivers in a culturally and linguistically responsive manner?
3. Does the Bidder demonstrate experience collaborating with school districts and school sites in the Service Area indicated?
4. Does the Bidder demonstrate experience collaborating with community-based health and wellness organizations to increase connections to resources for immigrant youth and families?
5. For Service Area 4 only: Does the Bidder demonstrate capacity and experience convening multi-disciplinary school health partnerships?
6. How well does the Bidder describe its fiscal oversight and management practices, including diverse revenue sources for its organization and the proposed program, including ability to secure leverage funding for related program services?
 | 20 Points |
|  | **Description of Proposed Services:** Proposals will be evaluated against the RFP specifications and the questions below:1. Does Bidder explain how the services in the bid response will meet or exceed the requirements of the County?
2. Does the Bidder describe any special resources, procedures or approaches that make the services of Bidder particularly advantageous to the County?
3. Does the Bidder clearly describe strategies to engage and retain UIY and CMF (students) and caregivers in services stated in RFP?
4. Does the Bidder demonstrate the ability and approach to design, implement and coordinate services in the RFP with education and health partners with the goal to increase health and wellness services for UIY and CMF?
5. For Service Area 4: Does the Bidder indicate a clear approach to convening a multi-disciplinary school health partnership, including identifying and engaging stakeholders and partners?
 | 30 Points |
|  | **Implementation Plan and Schedule:** Evaluation will include the likelihood that Bidder’s implementation plan and schedule will meet the County’s expectations and is reasonable. Identification and planning for mitigation of risks that Bidder believes may adversely affect any portion of the County’s schedule may be considered.1. Does the Bidder demonstrate an Implementation Plan and Schedule that takes into consideration the academic calendar, staff training, program planning and maintaining continuity of services and engagement with UIY and caregivers during school holidays and breaks (summer, summer, spring, etc)?
 | 10 Points |
|  | **Understanding of the Project:**Proposals will be evaluated against the RFP specifications and the questions below:1. Does the bidder demonstrate a thorough understanding of the purpose, service area(s) and scope of the project, specifically the Alameda County Caminos Program Framework?
 | 10 Points |
|  | **Deliverables and Reports**Proposals shall be evaluated based on ability to track project data, progress, and outcomes: 1. Does the Bidder demonstrate the capacity to meet stated deliverables?
2. Does the Bidder demonstrate the capacity to collect required data, utilize required data systems and engage data in program improvement?
3. Does the Bidder demonstrate the capacity to adhere to the Results Based Accountability (RBA) Framework?
 | 10 Points |
|  | **Key Personnel**Proposals will be evaluated against the RFP specifications and questions below:1. Does the proposal clearly explain the roles that each person assigned to the project will play in connection with the RFP?
2. Do the individuals assigned to the project possess relevant education, training and experience to perform their roles in the scope of work?
3. For new, unfilled, or vacant positions, does the proposal indicate the requirements for the position(s), job functions, responsibilities, relevant education, training, and experience of the candidate(s) in relation to the scope of work?
 | 5 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. The scoring may be revised based on the 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 the Health Care Services Agency’s Special Projects Office. 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:

Alameda County Health Care Services Agency

ATTN: James Nguyen, HCSA Administrative Officer

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

Email: James.Nguyen@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 County Agency/Department will send a notification to all Bidders if a protest is received as soon as possible.
		1. Upon receipt of the written protest, the HCSA Director, or their designee, will review and evaluate the protest and issue a written decision. The HCSA Director may, at their discretion, do any of the following: investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest must be final prior to the Board hearing or HCSA award date.

A notification of the decision will be communicated by email and/or US Postal Service mail to the protestor. Notification will be provided to Bidders when a decision has been made on the protest and whether or not the recommendation to the Board of Supervisors or HCSA 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, 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 Supervisors.
		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 12 months with an option to renew or extend up to an additional 48 months.
		2. By mutual agreement, any contract, which may be awarded pursuant to this RFP, may be extended for an additional 48 months. The duration of the contract amendments may vary based on need for services but will not exceed 48months.
		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.

## APPLICABLE WAGE LAWS

* + 1. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

## AWARD

* + 1. 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) [<http://acgov.org/auditor/sleb/overview.htm>]; and
4. [**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/>]
5. For purposes of this procurement, applicable industries include, but are not limited to, the following North American Industry Classification System (NAICS) Code(s): 624110, 624190, 621330, 621420, 621498, 624230, 813110, 813319.
6. 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.
7. 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.
8. 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.
9. 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/%3Aw%3A/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP)[[https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP](https://acgovt.sharepoint.com/%3Aw%3A/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 45 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 HCSA/OAD to ensure that established standards are adhered to. This includes keeping the County Contract Administrator informed of department requests as needed.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

* + 1. HCSA - Special Projects Office is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the HCSA - Special Projects Office only. 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:

Angela Cai, Senior Program Specialist

Alameda County, Health Care Services Agency

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

Email: acai@acgov.org

Phone: (510) 618-3371

* + 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 bids must be SEALED and RECEIVED at the Health Care Services Agency of Alameda County by 2:00 p.m. on the due date specified in the Calendar of Events. The County strongly recommends early submittal; UNSEALED OR LATE BIDS CANNOT BE ACCEPTED.
			2. No email (electronic) or facsimile bids will be considered.
			3. Bids will be received ONLY at the address shown below, and by 2:00 p.m. on the due date specified in the Calendar of Events. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.
			4. All bids, whether delivered by an employee of Bidder, U.S. Postal Service, courier or package delivery service, must be received and time stamped at the stated address prior to the time designated. The Health Care Services Agency’s timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids. If hand delivering bids, please allow time for parking and entry into secure building.
			5. Bids are to be addressed and delivered as follows:

**Alameda County Health Care Services Agency**

**RFP No. HCSA-901023 Case Management Services for Alameda County Caminos Program**

**ATTN: Angela Cai**

**1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

For questions:

Email: acai@acgov.org

Phone: (510) 618-3371

Bidder’s name and return address must also appear on the mailing package.

**\*PLEASE NOTE that on the bid due date, a bid reception desk will be open between 9:00 a.m. – 2:00 p.m. and will be located on the 3rd Floor at 1000 San Leandro Blvd, Suite 300**.

* + 1. Bid Response Preparation
			1. Bidders are to submit one (1) original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures. All submittals should be printed on plain white paper and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the proposal.
			2. Bidders **must** also submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF with OCR preferred) and shall be an **exact** copy of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation. The file must be on disk or USB flash drive and enclosed with the sealed original hardcopy of the bid.
			3. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
			4. The submitted proposal must conform to and include Exhibit A – Bid Response Packet, as amended or revised by Addendum, including additional required documentation. **A Bidder may be disqualified if the most current version of Exhibit A, as revised and published through Addenda, is not used.**
			5. For the 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 using the budget template provided.
			7. Bid responses are to be straightforward, clear, concise and specific to the information requested.
			8. 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/>].
		2. Submissions Processes
			1. All costs required for the preparation and submission of a response shall be borne by the Bidder.
			2. The final award information will be posted on the County’s “Contracting Opportunities” website.
			3. The County reserves the right to reject any bid response.
			4. All bid responses shall remain open to acceptance and irrevocable for a period of not less than 180 days unless otherwise specified in the bid documents.
			5. All other information regarding the bid responses will be held as confidential until the contract(s) has been fully negotiated with the recommended awardees named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five (5) calendar days before the recommendation to award and enter into contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will received emailed recommendation to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project. In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
		3. Legal Requirements
			1. “In submitting a bid to a public purchasing body, the Bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the Bidder”. (California Government Code Section 4552).
			2. By submitting a bid 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).

### EXHIBIT A

**BID RESPONSE PACKET**

RFP No. HCSA-901023

**Case Management Services for Alameda County Caminos Program**

**INSTRUCTIONS**

* + 1. Please read **EXHIBIT A – Bid Response Packet** carefully;Bidders who do not comply with the requirements and/or submit incomplete bid response packages are subject to disqualification and their **BID RESPONSE MAY BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date.
		2. 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.**
		3. 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.**
		4. **As described in the Submittal of Bids section of this RFP, Bidders are to submit:**
			1. **One (1) original hardcopy bid** (EXHIBIT A – BID RESPONSE PACKET, including additional required documentation), with **original ink signatures**; and
			2. **One (1) electronic copy** of the bid in PDF format (with OCR, e.g. scanning, preferred).
		5. The following pages require confirmation, declaration, and /or a signature (✍). Pages must be printed and have an original signature(s). All signatures must be by an individual authorized to bind the Bidder.
1. Exhibit A – Bid Response Packet, [Bidder Acceptance](#_BIDDER_INFORMATION)
2. Exhibit A – Bid Response Packet, [Debarment and Suspension Certification](#Debarment)
3. Exhibit A – Bid Response Packet, [Small Local Emerging Business (SLEB) Information Sheet](#SLEB)
4. [Must be signed by Bidder](#Prime_Bidder_Signature)
5. [Must be signed by SLEB Partner](#SLEBsign) if subcontracting to a SLEB
	* 1. 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.
		2. 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.
		3. Bidders must quote price(s) as specified in the RFP, using the form(s) as amended or revised by any Addenda.
		4. Any clarifications or exceptions to policies or specifications of this RFP, including all Addenda and other documents, including those to the **County SLEB Policy**, must be submitted in the ***Exceptions and Clarifications***form of the Bid Response Packet.
		5. **Bidders who do not comply with the requirements and/or submit incomplete bid proposal packages are subject to disqualification and their bid proposals rejected.**



### COUNTY OF ALAMEDA

### Exhibit A

### BID RESPONSE PACKET

**RFP No. HCSA-901023**

**Case Management Services for Alameda County Caminos Program**

#### REQUIRED DOCUMENTATION AND SUBMITTALS

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

**This RFP includes four service areas. Bidders may bid on one or more of the service areas and will submit one Bid Packet per service area.**

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

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

[ ]  2. **Letter of Transmittal (1-2 single-spaced pages)**: Bid responses shall include a Letter of Transmittal describing Bidder’s history, capabilities and approach in providing its services to the County, as well as a highlights of the Bid Response, including how it would benefit the County. Description should also include a statement of how the Bidder meets each of the Minimum Bidder Qualifications described in Section I.D.

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

[ ]  **(a)** **Bidder Information and Acceptance** (Exhibit A, pp.6-8, requires signature)

**[ ]  (b) Debarment and Suspension Certification** (Exhibit A, pp.9, requires signature)

[ ]  **(c)** **SLEB Partnering Information Sheet** (Exhibit A, pp. 10-11, requires signature(s)

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

[ ]  **(d)** **References** (Exhibit A, pp. 12-13)

 Bidders must use the templates in Exhibit A – Bid Response Packet to provide references. Bidders are to provide a list a minimum of three (3) references. References must be satisfactory as deemed solely by County. References should have similar scope, volume and requirements to those outlined in these specifications, terms and conditions.

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

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

[ ]  **(e)** **Exceptions, Clarifications, Amendments** (Exhibit A, pp.14)

This shall include clarifications, exceptions and amendments, if any, to the RFP and associated Bid Documents, and shall be submitted with your bid response using the templates in Exhibit A – Bid Response Packet.

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

[ ]  4. **Cost and Budget Narrative (2-3 single-spaced pages)**: Bidders must submit a 12-month budget and budget justification narrative. The proposed budget should not exceed the amount stated per Service Area in [Table 1](#table) and should state costs, including staffing, operating, indirect costs, etc. for the proposed services. Indirect Costs cannot exceed 14.9% of total direct costs. Cost can be submitted using the budget table form provided on p.15 of this Exhibit. Budget narrative should include projected additional revenue (i.e. billing revenue, grant funding, leveraged funds) as well as expenditures annually over the anticipated 12-month contract term.

Bidders will maintain minimum 5% of the budget for Emergency Funds for clients enrolled in Case Management and/or Preventative Counseling services. Use of emergency funds must be health focused and aligned with Measure A and Tobacco Master Settlement Funds (TMSF).

[ ]  5. **Capacity, Readiness, Relevant Experience (2-4 single-spaced pages):** Bid response shall describe Bidder’s capacity, knowledge, and relevant experience to deliver the services requested in this RFP, to include:

* + - * 1. Provide two examples of similar projects which demonstrate the desired relevant experience outlined in the RFP;
				2. Demonstrate experience providing direct services to immigrant youth and caregivers in a culturally and linguistically responsive manner;
				3. Demonstrate experience collaborating with school districts and school sites in the Service Area indicated;
				4. Demonstrate experience collaborating with community-based health and wellness organizations to increase connections to resources for immigrant youth and families;
				5. For Service Area 4 only: Demonstrate capacity and experience convening multi-disciplinary school health partnerships; and
				6. Describe its fiscal oversight and management practices, including diverse revenue sources for its organization and the proposed program, including ability to secure leverage funding for related program services.

[ ]  6. **Description of Proposed Services (5-7 single-spaced pages)**: Bid responses shall include a detailed description of the proposed services requested in the [Scope](#scope) and [Specific Requirements](#specific) sections of this RFP during the contract term, well as expected client outcomes related to those services during the contract term. Bidder will also describe their approach to planning and implementing the services described in this RFP:

1. Explanation of how the services in the bid response will meet or exceed the requirements of the County;
2. Describe any special resources, procedures or approaches that make the services of Bidder particularly advantageous to the County;
3. Clearly describe strategies to engage and retain UIY and CMF (students) and caregivers in services stated in RFP;
4. Demonstrate the ability and approach to design, implement and coordinate services in the RFP with education and health partners with the goal to increase health and wellness services for UIY and CMF; and
5. For Service Area 4: Indicate a clear approach to convening a multi-disciplinary school health partnership, including identifying and engaging stakeholders and partners.

[ ]  7. **Implementation Plan and Schedule (2-3 single-spaced pages):** The bid response shall include an implementation plan and schedule. In addition, the plan shall include a detailed schedule indicating how Bidder will ensure adherence to the timetables set forth herein for the services. Plan should include:

Responsive to Specific Requirements and Related Activities as described in Proposed Services;

Identification and planning for mitigation of risks that Bidder believes may adversely affect any portion of the County’s schedule may be considered; and

Consideration of the academic calendar, staff training, program planning and maintaining continuity of services and engagement with UIY, CMF and caregivers during school holidays and breaks (winter, summer, etc).

**[ ]** 8. **Understanding of the Project (2-3 single-spaced pages):** Proposals will be evaluated against the RFP specifications and the questions below:

Has bidder demonstrated a thorough understanding of the purpose and scope of the project, specifically target population (Unaccompanied Immigrant Youth and Children of Migrant Families) and the Alameda County Caminos Program Framework?

[ ]  9. **Deliverables and Reports (2-3 single-spaced pages)**: Bidder response shall clearly describe data collection to support reporting on the indicators outlined in the [Deliverables / Reports](#deliverables) section of this RFP.

Selected Bidder will submit quarterly performance reports related to project objectives throughout the contract period.

Bidder should describe the current databases, data collection systems, and quality improvement processes that will address the key anticipated measures.

[ ]  11. **Key Personnel (1-2 single-spaced pages):** Bid responses shall include a complete list of all key **personnel** associated with the programs and services described in this bid. For each person on the list, include the following information and attach most recent resume (resumes do not count toward any page limitation):

The role that the person will play in connection with the RFP response;

The role that the person will play in connection with the RFP response;

Person’s educational background; and

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

For new, unfilled, or vacant positions, does the proposal indicate the requirements for the position(s), job functions, responsibilities, relevant education, training, and experience of the candidate(s) in relation to the scope of work?

[ ]  12. **Insurance Requirements (Review, no submission required):** 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.

|  |
| --- |
| 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

|  |  |
| --- | --- |
| 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): |  |

 ☐ Non-Profit / Church ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **Service Areas included in the bid response (please pick one):** |
| **☐ Service Area 1 ☐ Service Area 2 ☐ Service Area 3 ☐ Service Area 4** |
| **For Service Area 4 included in the bid response (please pick at least two school districts but can apply to more):** |
| **☐ San Leandro Unified School District ☐ San Lorenzo Unified School District ☐ Castro Valley Unified School District ☐ Emeryville Unified School District ☐ Dublin Unified School District ☐ Pleasanton Unified School District ☐ Livermore Unified School District** |

**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 is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. HCSA-901023-Case Management Services for Alameda County Caminos Program
3. 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
4. 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 |

**Instructions**:

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

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

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

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

* For SLEB Subcontracting Questions: Please contact the General Services Agency - Office of Acquisition Policy, 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, (510) 891-5500.

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

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

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

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

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

[ ]  Bidder is not local to Alameda County.

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| SLEB INFORMATION SHEET  |

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

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

**OR**

|  |
| --- |
| **[ ]  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:**

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| **REFERENCES** |

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

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

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

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| **REFERENCES** |

RFP No. HCSA-901023

Case Management Services for Alameda County Caminos Program

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

Bidder Name:

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

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

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

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| EXCEPTIONS AND CLARIFICATIONS |

**Instructions**: Bidders must use the **Exceptions and Clarifications** form to identify and list below any and all exceptions and/or clarifications to the 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

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| BUDGET FORM |

Bidders must submit a budget and budget justification narrative.

The proposed budget should state costs, including personnel, operations, and indirect costs (max 14.9% of total budget) for the proposed service area for the 12-month period of July 1, 2023 – June 30, 2024. Costs can be submitted using the budget table form provided below.

Budget narrative should include projected additional revenue (i.e. billing revenue, leveraged funds) as well as expenditures annually over the anticipated 12-month term. Bidders will maintain minimum 5% of the budget for Emergency Funds for clients enrolled in Case Management and/or Preventative Counseling services. Use of emergency funds must be health focused and aligned with Measure A and Tobacco Master Settlement Funds (TMSF).

Sample template included here IS an EXAMPLE BUDGET. bidders must provide their own comprehensive budget based on a 12-month operating cost projection and one-time start up cost.

|  |  |
| --- | --- |
| **Budget Item** | **Program Expense for July 1, 2023 – June 30, 2024** |
| **Personnel Expenses** |   |
| XX FTE Position |   |
| XX FTE Position |   |
| Benefits |   |
| **Personnel Expenses Subtotal** |  |
|  |   |
| **Subcontract Expenses** |   |
|  |   |
|  |   |
| **Subcontract Expenses Subtotal** |  |
|  |   |
| **Operating Expenses** |   |
|  |   |
|  |   |
|  |   |
| **Operating Expenses Subtotal** |  |
|  |   |
| **Indirect Expenses** (Not to exceed 14.9% of total budget) |  |
| **Program Total** |  |
| **Less any additional funding matched or secured** |  |
| **Total Budget Request** |  |

**Maximum Length: 1 single-spaced page**

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| BUDGET NARRATIVE  |

**Instructions**: Bidder is to provide a **Budget Detail**.

The *Budget Detail* must provide a breakdown of the cost(s) listed in the *BUDGET FORM*. Bidders may use a budget template of their own choice; however, all costs attributed to the project under the awarded contract MUST be listed and described in the *Budget Detail*.

Budget narrative should include projected additional revenue (i.e. billing revenue, leveraged funds) as well as expenditures annually over the anticipated 12-month term. Bidders will maintain minimum 5% of the budget for Emergency Funds for clients enrolled in Case Management and/or Preventative Counseling services Use of emergency funds must be health focused and aligned with Measure A and Tobacco Master Settlement Funds (TMSF).

At a minimum, the Bidder must detail:

1. The work to be performed and all associated costs.
2. The work to be performed must clearly match up with work performed in the Description of Proposed Services (below).
3. The position and cost of individuals that will perform the services.
4. Names of Key Personnel must be included in the narrative; however, they may also be identified in the budget, or identification may be made by position title or program.
5. The estimated number of hours for each individual/position, corresponding hourly rates, and extended costs.

**Maximum Length: 2 single-spaced pages**

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| INSURANCE REQUIREMENTS |

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

