

**ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES (ACBH)
REQUEST FOR PROPOSAL (RFP) 23-02
SPECIFICATIONS, TERMS & CONDITIONS
FOR
WASHINGTON HOSPITAL EMERGENCY DEPARTMENT PROGRAM**

INFORMATIONAL MEETING/ BIDDERS' CONFERENCES

Date	Time	Location
Wednesday June 21, 2023	10:00 am – 11:30 am	Microsoft Teams Meeting See page 19 of RFP for meeting details
Thursday June 22, 2023	2:00 pm – 3:30 pm	

PROPOSALS DUE
by 2:00 pm on Tuesday July 25, 2023
to
ACBH Procurement
Email: procurement@acgov.org

Proposals received after this date/time will NOT be accepted

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I. STATEMENT OF WORK

A. INTENT

It is the intent of these specifications, terms, and conditions for Alameda County Behavioral Health Care Services (hereafter ACBH or County) to seek proposals to provide outpatient support services for adults with suspected moderate-to-severe mental illness who are high utilizers of the Emergency Department of Washington Hospital. Program services shall include outreach, engagement, referrals, screening, care coordination, linkages, and follow up.

ACBH intends to award one contract to the Bidder selected as the most responsible bidder whose response conforms to the Request for Proposal (RFP) and meets the County requirements. At this time, ACBH has allocated \$1,000,000 per contract year for a two-year pilot program through the Mental Health Services Act (MHSA) Community Service and Supports (CSS).

The contract that results from this RFP process may be fee-for-service and prorated for the fiscal year at the contract start date. There will be a \$250,000 allocation for a three-month start-up period in the first contract year. Proposals shall form the basis for any subsequent awarded contract. Staffing levels and operating costs must accurately reflect the Bidder's costs for the program. ACBH reserves the right to dissolve a contract if/when awarded Contractor materially alters staff, budgets, deliverables, and outcomes any time after the contract award.

The County is not obligated to award any contract as a result of this RFP process. The County may, but is not obligated to, renew any awarded contract. Any renewal of an awarded contract shall be contingent on the availability of funds, awarded Contractor's performance, and continued prioritization of the activities and priority populations as defined and determined by ACBH.

ACBH does not discriminate against particular Bidders that serve high-risk populations or specialize in conditions that require costly treatment.¹ Further, ACBH does not discriminate in the selection, reimbursement, or indemnification of any provider who is acting within the scope of his or her license or certification under applicable state law, solely on the basis of that license or certification.²

¹ To comply with 42 CFR 438.214 as a Prepaid Inpatient Health Plan (PHIP)

² Idem

B. BACKGROUND

MHSA was passed by California voters in November 2004. It is funded by a one percent tax on personal incomes above \$1 million and is designed to expand and transform California's mental health system. CSS is the largest of the five MHSA funding streams, focusing on providing direct services to individuals with Severe Mental Illness (SMI).

Washington Hospital Emergency Department (ED), located in Fremont, experiences frequent and repeat visits from individuals with suspected behavioral health needs. These visits do not always result in the right treatment for the client. This program aims to assertively intervene both during and after the ED visits to redirect these "high utilizer" clients to more appropriate service settings to meet their individual needs.

This program will follow an "In-Home Outreach Team" (IHOT) model, which focuses on outpatient support services aimed at reducing unnecessary hospitalizations and increasing engagement with individuals who have not consistently participated in mental health treatment. IHOT's overarching purpose is to provide successful linkage to natural community supports for people with untreated moderate to severe mental illness in order to help them avoid acute care settings as a means of getting behavioral health treatment and reduce interaction with the criminal justice system. Although it's titled "in-home" outreach team, home is defined as where the person is currently located, be it on the streets, in jail, with family, or other places in the community. The IHOT model is described in more detail in Section F. Bidder Experience, Ability, and Plan.

In 2020, ACBH developed the Office of Health Equity to promote and incorporate diversity, equity, belonging and inclusion practices throughout our systems of care. In 2022, ACBH updated its Cultural Competency Plan³ emphasizing Behavioral Health and Health Equity initiatives. As our communities change and evolve, the County has engaged and enacted policies and practices toward understanding community needs and easing burdens around barriers to care with the goal of making them accessible and equitable. ACBH aims to match interventions and programs, including this one, through relevant means in an effort to serve community members in ways that meet their needs.

³ Current Cultural Competency Plan: <https://www.acbhcs.org/office-of-the-director/office-of-health-equity/>

C. SCOPE/PURPOSE

The purpose of this program is to address Washington Hospital ED's challenge with frequent visits from patients with behavioral health needs through increased service options and enhanced care coordination and linkage. Program services shall include outreach, engagement, referrals, screening, care coordination, linkages, and follow up.

By meeting clients where they are, and providing outreach and engagement including support and education, screening of needs, identification of barriers, referrals to treatment services, and referrals to community services as needed, the program envisions a significant reduction in ED visits and hospitalization. The goal of the program is to increase client participation in appropriate services by improving their linkage to consistent long-term mental health, substance use, and/or other support services.

This program is intended to provide services to and engage at least 150 of the highest need/highest frequency visitors of the Washington Hospital ED, annually. This program will conduct outreach and work to engage potential clients, through education, screening, support, linkage to critical services, and follow-up. Within this program, the awarded Contractor will provide two levels of service, as listed below. Both follow the IHOT service model, yet differ by levels of frequency and intensity:

1. Familiar Faces program: This service level is designed to engage the 25 individuals with greater than ten annual ED visits, who will be identified and referred to the awarded Contractor by ACBH and Washington Hospital. This service level will be characterized by the awarded Contractor initiating daily intensive outreach, engagement, and other program services.
2. Frequent User Engagement program: This service level is designed to engage clients with between five to ten annual ED visits. Washington Hospital staff and/or the awarded Contractor will initiate outreach and invite potential clients to the Contractor's on-site office for engagement in additional program services. Washington Hospital staff may inform the awarded Contractor when a client admits in the hospital or ED. In such instances, the awarded Contractor will in-reach the client to provide additional outreach towards engagement in services. This service level is not generally characterized by daily contact.

This program will generate revenue via Medi-Cal Administrative Activities (MAA) but will not provide Medi-Cal billable specialty mental health treatment services.

The program should be designed to accomplish the following goals:

- Increase access to care through strategic outreach and engagement;
- Provide linkages to mental health, SUD, and physical health treatment;
- Help clients identify goals and improve connections;
- Increase client understanding of mental health disorders while reducing the effects of untreated mental illness;

- Provide linkage to appropriate and ongoing services through timely warm hand-offs to mental health and other treatment services including supports and benefits;
- Increase family member and/or significant other satisfaction with the mental health system of care;
- Reduce client hospitalizations and utilization of emergency health care services for mental and physical health issues; and
- Assist and empower clients to transition into the least intensive level of service appropriate to meet their needs.

Client eligibility criteria include the following:

- Suspected moderate to severe mental illness
- 18 years and over
- Ambulatory and stable medical condition
- For the Familiar Faces program, must have ten or more annual visits to the ED
- For all other clients, must have between five to ten annual visits to the ED
- Non-violent/non-threatening at time of referral

Clients may:

- Have a co-occurring substance use disorder (SUD)
- Be marginally housed/experiencing homelessness

The awarded Contractor shall provide a full range of supports necessary to advance the program participants' goals and achieve outcomes that support their recovery, wellness, and resilience.

D. BIDDER MINIMUM QUALIFICATIONS

To be eligible to participate in this RFP, Bidders must successfully demonstrate in their proposal how they meet the following Bidder Minimum Qualifications:

- Have at least two years of experience providing services to individuals with mild to severe mental illness within the last five years; and
- Have at least two years of experience providing outpatient or outpatient support services within the last five years.

Bidders are eligible to participate in the RFP process if they meet the Bidder Minimum Qualifications. Please note, ACBH will disqualify proposals that:

- Do not demonstrate that Bidder meets the specified Bidder Minimum Qualifications;
- Exceed the contract maximum amount and/or the County Contract Maximum Rate (CCMR);
- Are unreasonable and/or unrealistic in terms of budget, as solely determined by ACBH;
- Exceed the maximum page limit as defined in Table 1; and/or
- Are submitted with subcontractors performing any portion of the direct services described in this RFP.

Disqualified proposals will not be evaluated by the Evaluation Panel and will not be eligible for contract award under this RFP. ACBH has the right to accept all or part of the proposed program model at its discretion.

E. SPECIFIC REQUIREMENTS

The scope of work for awarded contracts from this RFP will include conformance with all of the following throughout the program period, as needed:

- Provide outpatient support services including:
 - Referrals
 - Outreach
 - Engagement
 - Screening
 - Care coordination
 - Linkage
 - Follow-up
- Follow IHOT model;
- Provide services that follow evidence-based practices including but not limited to: Motivational Interviewing, Stages of Change, Screening Brief Intervention Referral and Treatment (SBIRT), and the LEAP approach (Listen, Empathize, Agree, and Partner);
- Conduct ongoing monitoring, as applicable, to ensure that staff who are providing clinical services has a valid license, certifications and has no restrictions;
- Plan for and implement continuous training and quality improvement, in areas including but not limited to cultural and linguistic responsiveness;
- Promote cultural competence, equity, community representation and multi-culturalism using Culturally and Linguistically Appropriate Services (CLAS),⁴ which includes tracking and reporting to ACBH any trainings or activities that meet the CLAS requirements;
- Manage and retain qualified staffing team as specified in Section F.4 below;
- Employ staff with the appropriate linguistic capacity;
- Complete trainings required to access and input data into County's electronic information management and claiming system;
- Complete data entry in a timely manner, as instructed, using the County's electronic information management and claiming system;
- Complete other trainings as required or requested by the County;
- Maintain compliance with MHSA data and evaluation regulations and reporting;
- Submit an attestation confirming employee validation against Office of the Inspector General (OIG) and Other Exclusion Lists;
- Bill at least 65% of the program services for MAA;
- Maintain compliance with the Medi-Cal Administrative Activities⁵ (MAA) policies and procedures;
 - Submit and maintain an active MAA plan with ACBH;

⁴ <https://www.thinkculturalhealth.hhs.gov/pdfs/EnhancedNationalCLASStandards.pdf>

⁵ Please reference <http://www.dhcs.ca.gov/services/Pages/MH-MAA.aspx> for additional information on MAA

- Complete required ACBH MAA trainings;
- Program staff are required to report their time using Individual Staff Logs (ISL), to use proper procedure codes and to submit their ISL monthly;

Once approved, the program shall maximize earning potential available through MAA, while following all State and Federal Regulations and Requirements.⁶ Awarded Contractors without MAA billing experience are expected to bill MAA within six to eight months of contract start date, after completing required MAA trainings.

- Adhere to state and federal requirements, including but not limited to those outlined in the following sections:

1. Office of the Inspector General (OIG) and Other Exclusion List Background Checks – Monitoring, Oversight and Reporting

In accordance with Alameda County Health Care Services Agency's (HCSA) Policy and Procedure on Exclusion Screening,⁷ Contractor will check and verify all employees, both clinical and non-clinical, who will be providing and/or supporting services under this program, for:

- National Plan & Provider Enumeration System (NPPES) – NPI Number (<http://npiregistry.cms.hhs.gov/>)
- Licenses are current with no restrictions
- Office of the Inspector General list of Excluded Individuals & Entities (OIG/LEIE) database (<https://exclusions.oig.hhs.gov/>)
- GSA System Award Management (SAM/EPLS) database (<https://www.sam.gov/SAM/>)
- California DHCS Medi-Cal Suspended & Ineligible list (<https://files.medical.ca.gov/pubsdoco/Sandllanding.asp>)
- Social Security Death Master File (<https://dmf.ntis.gov/>)

Contractor shall submit an attestation with their bid that they have verified the above items for all staff, as required. Upon contract award, Contractor shall submit a detailed roster of all staff, Officers, Agents, Board Members and Owners with greater than five percent or greater ownership interest. ACBH will conduct an exclusion screening, and any issues identified as a result of the screening must be resolved prior to contract execution. If there are unresolved issues, ACBH may not contract with the awarded Bidder.

2. Provider Enrollment

As applicable and consistent with state and federal law, providers serving Medi-Cal beneficiaries will be required to comply with Medicaid enrollment and screening

⁶ <https://www.dhcs.ca.gov/services/Documents/MH-MAA-Implementation-Plan-Revised-7.1.21.pdf>

⁷ <https://www.acbhcs.org/providers/PP/OCS.C.001 HCSA Exclusion Screening Policy.pdf>

requirements, including enrolling in the DHCS Provider Application and Validation for Enrollment (PAVE) portal.

Upon contract award, and every at least every three years following, applicable ACBH providers will be screened⁸ for the following requirements:

- Verification of provider specific enrollment requirements (accreditation, surety bonds, etc.)
- Social security administration
- National plan and provider enumeration system
- National provider identifier database
- Taxpayer identification number
- Criminal background checks
- Unscheduled or unannounced site visits (pre and post enrollment)

On a monthly basis, applicable ACBH providers will be rescreened to validate:

- State license validation, debarment, sanctions, and disciplinary actions
- Out-of-State exclusion list
- OIG exclusion list
- GSA Excluded Parties List System⁹
- Medicare Exclusion List
- Death of individual practitioners (Social security administration death master file including all eligible professionals)

The County may terminate or deny enrollment if an applicable ACBH provider or any person with five percent or greater ownership interest:

- Has been convicted of criminal offense in Medicare, Medicaid or CHIP within the past ten years,
- Failed to comply with the new screening requirements (including background checks or failure to cooperate with required site visits),
- Did not submit accurate and timely information,
- Was terminated from any Medicare, Medicaid or CHIP program after January 1, 2011,
- Falsifies information, and/or
- The County cannot verify enrollment information.

⁸ Screening conducted via the Council for Affordable Quality Healthcare (CAQH).

⁹ These requirements can be reviewed at:

<https://www.acbhcs.org/providers/network/forms.htm#contracts>. Documents for the upcoming fiscal year are generally posted in March or April of the current fiscal year.

F. BIDDER EXPERIENCE, ABILITY AND PLAN

1. *Understanding of and Experience with Priority Population Needs*

The priority population for these services is adults, 18 years and above, with suspected moderate to severe mental illness and who are frequent visitors/high utilizers of the Washington Hospital Emergency Department in the South County region.

This population may have had sporadic contact with a lower level of care or outpatient program but has not been consistently engaged in treatment, resulting in increased frequency of mental health symptoms and emergency department visits. This group might have co-occurring SUD or be experiencing homelessness. The mental health symptoms and substance use may contribute to functional impairment in activities of daily living, social relations, and/or ability to sustain housing. People with moderate-to-severe mental illness who cannot access consistent care may become estranged from their families, encounter homelessness, or end up in acute care settings.

The priority population may include newcomers to the United States who may be unfamiliar with how to navigate the behavioral health system and social services. This program will identify the barriers and issues, including social determinants, culture, stigma, and language, preventing the priority population from seeking and accessing ongoing services, and improve their engagement and participation in appropriate services. The awarded Contractor will provide individualized services in accordance with the beneficiary's stated sexual orientation, gender identity, race, religion, ethnicity, and cultural background.

In alignment with culturally affirming practices, Bidders should keep the demographics of both the priority population and the South County population in mind when developing their bids. Table 1 provides demographic information of the 125 highest need individuals in southern Alameda County, based on recent data from Washington Hospital:

Gender		
Male	71	57%
Female	54	43%
Age Group		
18-64	112	90%
65 and over	13	10%
Ethnicity		
Asian	19	15%
Black or African American	35	28%

White/Caucasian	44	35%
Other	22	18%
Native Hawaiian/Pacific Islander	2	2%
Unknown	3	2%

Successful Bidders will demonstrate knowledge and understanding of the needs, issues, and challenges faced by the priority population and the specific demographics of South Alameda County. Bidders should identify strategies to help clients address barriers to engagement in treatment services and demonstrate experience in supporting the priority population. Bidders must demonstrate experience in providing comprehensive in-reach and outreach services that are culturally affirming and responsive to the individuals in the priority populations, and a cultural understanding of the landscape in which they will be working.

2. Service Delivery Approach

This program is designed to provide outpatient support services as described under Section I.C. SCOPE/PURPOSE and below to ED high utilizers with suspected moderate to severe mental illness.

The awarded Contractor will provide outreach, engagement and other outpatient support services to at least 150 high needs clients under the Familiar Faces and Frequent-User Engagement programs.

In keeping with ACBH's commitment to understanding community needs and easing burdens around barriers to care, Bidders should propose a program design that keeps accessibility and equity in mind, including, as an example, developing an ecomap of client resources, nearby treatment options, and other supports that may serve as alternatives to the ED. It is the intent of this program to develop individualized strategies of care and identify welcoming resources in the community near the client.

The awarded Contractor will adhere to the following tenants of the IHOT service model:

a. Referral

Contractor shall accept and quickly screen referrals to assess whether they are eligible for the Familiar Faces program or the Frequent-User Engagement program. When individuals are not eligible for either program, or when there are no openings for eligible individuals, Contractor shall refer individuals to other services as needed

through ACBH ACCESS¹⁰ or other appropriate social service agencies. Contractor shall accept referrals directly from Washington Hospital and may make IHOT referrals through ACBH ACCESS for individuals who are treatment reluctant or difficult to engage, and who reside either housed or un-housed in the city of Fremont.

b. Outreach

The awarded Contractor shall conduct outreach to quickly engage eligible referred individuals into the Familiar Faces or Frequent User program and ongoing outpatient support services. Outreach shall be conducted in the client's natural and restrictive environments including client homes, community setting, acute settings, shelters, and jails.

As part of these outreach activities, the awarded Contractor shall:

- Outreach to eligible referred individuals until they are engaged, and/or document when it is apparent that discontinuing contact for a period of time may be the most beneficial;
- Collaborate with engaged clients to establish life goals and a plan to improve connections with relevant community supports. These supports may include mental health and substance abuse treatment, supported housing, and other relevant services;
- Screen clients to determine the need for referrals to additional services as appropriate; and
- Educate clients about existing resources, and help clients understand and carefully weigh the pros and cons of each option.

In some cases, engagement may be a longer-term effort as individuals progress through the Stages of Change, however engagement efforts shall be limited to a total of six months.

The awarded Contractor shall work with each client to identify the individuals that client would like to involve in their recovery, which may include family members, caregivers, friends, practitioners, clergy, and other identified supports. The awarded Contractor shall seek to actively engage these identified family members and other support persons and provide them with education about the causes and consequences of mental illness and how they can best support the self-advocacy efforts of the client while also maintaining their own wellness and support systems. The awarded Contractor shall convene Family/Caregiver Groups, with the first hour devoted to educational topics and the second hour dedicated to group sharing and support.

¹⁰ Acute Crisis Care and Evaluation for Systemwide Services (ACCESS) Program is the system wide point of contact for information, screening, and referrals for mental health and substance use services and treatment for Alameda County residents.

c. Linkage

The awarded Contractor shall connect each client with assistance based on their identified needs. This may include assistance with scheduling and getting to appointments. Clients shall be considered linked when they begin to participate in services outside this program to support their recovery. The awarded Contractor shall incentivize consumers for compliance and participation in treatment by rewarding key accomplishments or breakthroughs with gift cards, transit tickets, food vouchers, clothing, shoes, a cell phone, and other urgently needed items.

d. Follow-Up

The average length of stay is three months. Once the client begins linkage, the awarded Contractor shall overlap its follow-up services with the beginning of the linkage phase for up to 90 days. If an individual has begun to engage with the awarded Contractor shortly before 90 days, the awarded Contractor may continue to serve the individual beyond the expected 90 days, but this should be limited to a total of six months. The awarded Contractor shall follow up with clients, as well as those individuals the client would like to be involved in their recovery to ensure client's participation with scheduled appointments and recovery plans. The awarded Contractor shall conduct follow-up via regular in-home visits, family conferences, phone calls, and text messages. During family conferences, the awarded Contractor shall facilitate discussions of the client's progress, assess changes, discuss, and problem-solve around persistent obstacles or problems, and provide clients and their networks with moral support. Should a client stop returning phone calls or messages, miss appointment or relapse, the awarded Contractor shall persist in attempting to contact and re-engage the client into the recovery process.

The awarded Contractor shall maintain the following minimum hours of operations for clients:

- Monday to Friday from 9am – 5:30pm

The program will be evaluated to consider if weekend presence would be beneficial during third quarter of Year One.

Services shall take place at Washington Hospital, in Fremont, and in the field. Services shall be provided in the beneficiary's primary language; video translation is preferred.

Individuals with the following characteristics are not eligible for this program:

- Out-of-county Medi-Cal unless they are in the process of changing their Medi-Cal to Alameda County Medi-Cal
- Traumatic brain injury
- Dementia
- Actively withdrawing from substances or may begin withdrawal within several hours of referral
- Violence in the ED or serious threats of violence
- Serious medical issues that require constant monitoring

- Non-ambulatory (must be able to transfer independently and get out of buildings in emergency)
- Antisocial personality disorder

3. Planned Staffing and Organizational Capacity

Bidders shall include a staffing structure that is well matched to program services. Bidders shall demonstrate how their current and planned organizational infrastructure will successfully implement the required activities.

- 1.0 Full Time Equivalent (FTE) licensed Program Manager
- 2.0 FTE non-licensed clinician
- 2.0 FTE Peer Specialists
- 1.0 FTE Family Support Partner

The Peer Specialists should reflect the priority population, provide peer-to-peer support to clients, and serve as role models to demonstrate that stability, wellness, and recovery is possible.

Bidders may propose additional program staff, as appropriate, to provide program services, to account for potential gaps in staffing, and to support and/or supervise program staff.

ACBH requires thoughtful staffing and organizational components that meet these requirements:

- Cultural and language consideration for the priority population(s) to be served; and
- A multidisciplinary team that includes appropriately trained and licensed staff who will provide clinical and community support services to clients.

Bidders shall include in their proposal a plan for maintaining appropriate infrastructure, staffing and hiring, which should include:

- Plan for recruiting, hiring, training, and supporting program staff;
- Plan for providing appropriate and regular supervision to program staff;
- Plan for cultural inclusivity reflective of the priority population and the population of South Alameda County;
- Organizational capacity to support clients in meeting their goals; and
- Organizational capacity to enter and track data following County requirements.

Bidders must also include in their proposal their overall organizational chart and where the program will sit within the agency that demonstrates the agency's infrastructure to ensure there is necessary oversight, supervision, and support to comply with the program requirements.

4. Forming Partnerships and Collaboration

The awarded Contractor will collaborate with:

- Washington Hospital Healthcare System: The awarded Contractor will receive referrals for the Familiar Faces program from Washington Hospital ED staff and conduct in-reach to beneficiaries in collaboration with ED staff. Washington Hospital will provide office space for the program;¹¹ the awarded Contractor will work with Washington Hospital facilities department for office design and upkeep.
- Alameda County Social Services Agency (SSA): The awarded Contractor will assist beneficiaries in connecting to benefits in collaboration with SSA.
- City of Fremont Human Services: The awarded Contractor will engage with the City of Fremont Human Services to assist in finding appropriate human services and supports including housing and treatment.
- Law Enforcement Agencies: The awarded Contractor may interact with local law enforcement agencies to receive collateral information and referrals.
- Substance Use Services (CenterPoint): If a beneficiary is amenable to seeking treatment, the awarded Contractor will assist with connecting to CenterPoint for a screening and referral.
- BACH (Bay Area Community Health): The awarded Contractor will refer individuals to BACH or another provider of their choosing who are currently not assigned to a primary healthcare provider.
- ACCESS: The awarded Contractor will receive referrals from ACBH's ACCESS program and refer individuals for on-going services through the ACCESS program.

Bidders will propose their plan for creating new partnerships, building on existing partnerships, and establishing new relationships to support clients in meeting their needs. Bidders should demonstrate experience working with other service providers and agencies to support clients in linking with necessary services.

¹¹ Washington Hospital will not charge rent for use of on-site program space. Therefore, no direct rent should be charged to the contract.

5. Ability to Track Data

Contractor shall input data into an electronic data collection and claiming system approved by ACBH Information Services. In addition, the awarded Contractor shall administer client satisfaction surveys.

On an annual basis, Contractor shall submit an MHSa CSS report on an ACBH-provided template that collects demographic data in addition to Contractor's progress, successes, and challenges in achieving the contract deliverables and requirements. Reports shall be submitted within 30 days from the end of each 12-month period.

Contractor shall provide services toward achieving the following quality objectives:

- Conduct a minimum of three to four intensive outreach activities per week to individuals who are part of the Familiar Faces program.
- Conduct a minimum of one to two outreach and engagement activities per week to each client with between five to ten ED visits annually in the Frequent User Engagement program and those that are referred by the ACCESS Unit.
- Build and maintain a caseload of 25 clients to serve a total of 100-200 clients annually.
- At least 40 to 50% (percent) of clients engaged with the Familiar Faces program will be connected to ongoing supports and services.
- At least 50 to 60% (percent) of clients engaged in the Frequent User Engagement program will be connected to on-going services and supports.
- At least 40% (percent) of engaged clients will complete a client satisfaction survey within 12 months of referral.

Contractor shall provide services toward achieving the following impact objectives:

- At least 60% (percent) of engaged clients will be successfully linked to outpatient mental health services and support services within the first six months of referral.
- At least 25-35% (percent) of clients identified with substance use disorder will be connected to substance use continuum services within the first six months of referral.
- Program clients' use of the ED shall decrease by 20% (percent) in the 12 months after enrollment into the program, compared to the 12 months prior to enrollment.
- Reduction in average client time in the ED by 20% (percent), as measured between average length of visit before engagement to length of visit post-engagement.

ACBH reserves the right to determine and evaluate program measures and outcomes and to work with the awarded Contractor to alter their program and outcome measures in subsequent years. ACBH may support the awarded Contractor in tracking the outcomes data, however the awarded Contractor is expected to meet the above objectives. Bidders may propose additional benchmarks for outcomes and provide rationale for requested benchmarks.

Bidders will be evaluated based on their plan for meeting program outcomes as well as their ability to track client progress.

II. INSTRUCTIONS TO BIDDERS

A. COUNTY CONTACTS

All contact during the competitive RFP process shall be through the RFP contact, only.

The ACBH website <https://www.acbhcs.org/providers/network/rfp.htm> and the General Services Agency (GSA) website <https://gsa.acgov.org/do-business-with-us/contracting-opportunities/> are the official notification and posting places for this RFP and any Addenda.

The evaluation phase of the competitive process shall begin upon receipt of proposals until contract award. Bidders shall not contact or lobby CSC/Evaluation Panelists during the evaluation process. Attempts by Bidders to contact CSC/Evaluation Panelists may result in disqualification of the Bidder's proposal.

All questions regarding these specifications, terms and conditions shall be submitted in writing, preferably via e-mail, as specified in the Calendar of Events to:

ACBH Procurement
1900 Embarcadero Cove, Suite 205
Oakland, CA 94606
Email: procurement@acgov.org

B. CALENDAR OF EVENTS

Event	Date/Location
Request for Proposals (RFP) Issued	Thursday, May 25, 2023
Bidder's Written Questions Due	By 5:00 pm on the day of 2 nd Bidder's Conference – ACBH strongly encourages Bidders to submit written questions earlier.
1 st Bidders' Conference	<p>Wednesday, June 21, 2023 10:00 am – 11:30 am</p> <p>Join via internet: https://www.microsoft.com/microsoft-teams/join-a-meeting Meeting ID: 234 189 240 328 Passcode: tDfiZa</p> <p>Join via phone: +1-415-915-3950, 144277350# (888) 715-8170, 144277350# Phone Conference ID: 144 277 350#</p>
2 nd Bidders' Conference	<p>Thursday, June 22, 2023 2:00 pm – 3:30pm</p> <p>Join via internet: https://www.microsoft.com/microsoft-teams/join-a-meeting Meeting ID: 257 588 251 798 Passcode: PEFrah</p> <p>Join via phone: +1-415-915-3950, 360582935# (888)-715-8170,360582935# Phone Conference ID: 360 582 935#</p>
Addendum Issued	Friday, June 29, 2023
Proposals Due	Tuesday, July 25, 2023
Review/Evaluation Period	July 26 – September 6, 2023
Oral Interviews (as needed)	Wednesday, September 6, 2023
Award Recommendation Letters Issued	Thursday, September 14, 2023
Board Consideration Award Date	December 2023
Contract Start Date	January 1, 2024

Note: Award Recommendation, Board Agenda and Contract Start dates are approximate. Other dates are subject to change. Bidders will be notified of any changes via email. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions. By submission of a proposal, Bidder certifies that, if awarded a contract, Bidder shall make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.

C. SMALL LOCAL EMERGING BUSINESS (SLEB) PREFERENCE POINTS

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.

As a result of the County's commitment to advance the economic opportunities of these businesses, Bidders must meet the County's SLEB requirements, at the time of submission in order to be considered for the contract award. These requirements can be found online at: <http://acgov.org/auditor/sleb/overview.htm>.

For purposes of this proposal, applicable industries include, but are not limited to, the following North American Industry Classification System (NAICS) Codes: 621330, 621420, 624190.

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 (3) years required per SBA standards based on the small business's appropriate NAICS code.

An emerging business is defined by the County as having either annual gross receipts of less than one-half (1/2) that of a small business OR having less than one-half (1/2) the number of employees AND that has been in business less than five (5) years.

The County also encourages participation by minority and women-owned businesses, although preference points are not awarded for these types of businesses.

D. BIDDERS' CONFERENCES

ACBH strongly recommends that Bidders thoroughly read the RFP prior to attending any Bidders' Conferences. ACBH shall hold two Bidders' Conferences. Bidders' Conferences will be held to:

- Provide an opportunity for Bidders to ask specific questions about the program and request RFP clarification; and
- Provide the County with an opportunity to receive feedback regarding the program and RFP.

ACBH shall respond to written questions submitted prior to the Bidders' Conferences, in accordance with the Calendar of Events and verbal questions received at the Bidders Conferences, whenever possible at the Bidders' Conferences. ACBH shall address all questions and include the list of Bidders' Conferences attendees in an Addendum following the Bidders Conferences in accordance with the Calendar of Events section of this RFP.

Bidders are not required to attend the Bidders' Conferences. However, attendance to at least one Bidders' Conference is strongly encouraged in order to receive information to assist Bidders in formulating proposals.

Failure to participate in a Bidders' Conference shall in no way relieve the Bidder from furnishing program and services requirements in accordance with these specifications, terms and conditions and those released in any Addenda.

E. SUBMITTAL OF PROPOSALS/BIDS

1. All proposals must be received by ACBH **no later than 2:00 pm on the due date specified on the RFP cover and Calendar of Events in this RFP**. ACBH cannot accept late and proposals.

ACBH shall only accept proposals at the email address and by the time indicated on the RFP cover and in the Calendar of Events. Any proposals received after said time and/or date or at a place other than the stated email address cannot be considered and shall be returned to the Bidder unread/unopened.

All proposals must be received, and time stamped at the stated delivery address prior to the time designated. ACBH's timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

2. Bidders must submit proposals which clearly state Bidder and RFP name. Proposals shall include:
 - a. A single PDF copy of the proposal. Proposal is to be clearly marked on the cover; and
 - b. An electronic Excel copy of the completed Budget Worksheet.

Bidders shall ensure that proposals are:

- Single spaced
- Maximum 1-inch margins
- 11-point Arial font
- Conform to the maximum page limits

3. Bidder agrees and acknowledges all RFP specifications, terms, and conditions and indicates ability to perform by submission of proposal.
4. Submitted proposals shall be valid for a minimum period of eighteen months.
5. All costs required for the preparation and submission of a proposal shall be borne by Bidder.
6. Proprietary or Confidential Information: No part of any proposal response is to be marked as confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. County shall not be liable in any way for disclosure of any such records. Additionally, all proposals shall become the property of County. County reserves the right to make use of any information or ideas contained in submitted proposals. This provision is not intended to require the disclosure

of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, et seq.) or of “trade secrets” protected by the Uniform Trade Secrets Act (Civil Code Section 3426, et seq.).

7. All other information regarding proposals shall be held as confidential until such time as the CSC/Evaluation Panel has completed their evaluation, notification of recommended award has been made and the contract has been fully negotiated with the recommended awardees named in the intent to award/non-award notification. The submitted proposals shall be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, shall receive emailed intent to award/non-award notification, which shall include the name of the Bidder(s) recommended for award of this service. In addition, recommended award information will be posted on the ACBH website.
8. Each proposal received, with the name of the Bidder, shall be entered on a record, and each record with the successful proposal indicated thereon shall, after the negotiations and award of the order or contract, be open to public inspection.
9. California Government Code Section 4552: 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. 15) 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.
10. 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. It may also be considered fraud and the Contractor may be subject to criminal prosecution.
11. As applicable, the undersigned Bidder 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 Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
12. The undersigned Bidder 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).

13. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

F. RESPONSE FORMAT/PROPOSAL RESPONSES

Bidders may use the provided Bid Response Template to address and complete your proposals. The person(s) administering the competitive process will review each proposal for completeness against the RFP requirements and ensure that responses conform to a **total page maximum of 20**. Bidders cannot submit non-material documents after the proposal due date, in order to complete their proposal. Proposals with any missing items or submittals as outlined in the RFP and any Addenda shall be deemed incomplete and may be rejected.

Proposals shall be complete, substantiated, concise, and specific to the information requested. Any superfluous and unrequested material submitted with the bid will be removed and will not be viewed by the Evaluation Panel. Any material deviation from the requirements may be cause for rejection of the proposal, as determined at ACBH's sole discretion.

Table 1

The proposal sections, instructions and page maximums are contained in Table 1. **Proposal shall not exceed 20 pages**, excluding Exhibits and Attachments. Bidders may use the Bid Response Template to submit their response.

Section	Instructions	Suggested Page Max.
1. TITLE AND TABLE OF CONTENTS	Include a table of contents with page numbers indicating the location of each section of the bid.	N/A
2. -EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE -SLEB PARTNERING SHEET -OIG ATTESTATION -EXHIBIT B: EXCEPTIONS, CLARIFICATIONS, AMENDMENTS	Review, complete, and submit the requested information	N/A
3. ORGANIZATIONAL CAPACITY AND REFERENCE	a. Debarment and Suspension Bidders, its principal and named subcontractors must not be identified on the list of Federally debarred, suspended or other excluded parties located at the following databases: <ul style="list-style-type: none"> • NPPES • OIG/LEIE database • SAM/EPLS data base • Medi-Cal and S&I database • Social Security Death Master File b. References	N/A

Section	Instructions	Suggested Page Max.
	<p>Provide three current and three former references that Bidder worked with on a similar scope, volume, and requirements to those outlined in this RFP. Bidders must verify that 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. Do not include current ACBH staff as references.</p> <p>The County may contact some or all 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 proposal and to use the information gained from them in the evaluation process.</p>	
4. LETTER OF TRANSMITTAL/ EXECUTIVE SUMMARY	Complete and submit a synopsis of the highlights and benefits of each proposal including total funding request and staffing overview.	1
5. BIDDER MINIMUM QUALIFICATIONS	<p>Describe and demonstrate how Bidder meets all of the minimum qualifications</p> <ol style="list-style-type: none"> 1. Have at least two years of experience providing services to individuals with mild to severe mental illness within the last five years; and 2. Have at least two years of experience providing outpatient or outpatient support services within the last five years. 	2
6. BIDDER EXPERIENCE, ABILITY AND PLAN	Describe, in detail, Bidder’s Clinical Understanding of and Experience with the Priority Population Needs , including:	(3)

Section	Instructions	Suggested Page Max.
	<p>i. Bidder’s understanding of the priority population, including:</p> <ol style="list-style-type: none"> 1. Needs, risk factors, strengths, and challenges with engagement; 2. Individuals with moderate to severe mental illness; 3. Demographics of the priority population and the population of South County, and the specific cultural and behavioral health needs of this region; and 4. Challenges with accessing and engaging in sustainable mental health and physical health supports. 	1
	<p>ii. Bidder’s experience working with the priority population, including:</p> <ol style="list-style-type: none"> 1. Providing services to the priority population; 2. Developing and implementing successful strategies to address barriers faced by the clients; 3. Providing in-reach and outreach services that are culturally affirming and responsive to the individuals in the priority population; and 4. Developing strategies to make services accessible and equitable. 	2
	Describe in detail, Bidder’s Service Delivery Approach , including:	(4)
	<p>i. Bidder’s plan to deliver services to clients, including:</p> <ol style="list-style-type: none"> 1. Plan to provide outpatient support services, including but not limited to, linkages to mental health, SUD, and physical health treatment; 2. Proposed referral, engagement, and intake processes, including strategies to manage referrals and respond in a timely manner; 3. Support to clients to identify goals and improve connections to sustainable services, including applicable treatment services; 	2

Section	Instructions	Suggested Page Max.
	<ol style="list-style-type: none"> 4. Plan for delivering services on-site (Washington Hospital); 5. Plan for engaging treatment-reluctant clients; and 6. Plan for individuals that do not meet eligibility criteria, and for eligible clients for whom there are no openings. 	
	<p>ii. Bidder’s plan to follow Evidence-Based Practices, including:</p> <ol style="list-style-type: none"> 1. Plan to follow In-Home Outreach Team (IHOT) model 2. Plan to implement other EBPs, including but not limited to, Motivational Interviewing, Screening Brief Intervention Referral and Treatment (SBIRT), and Stages of Change. 	1
	<p>iii. Bidder’s plan to deliver accessible and culturally affirming outreach and engagement, including:</p> <ol style="list-style-type: none"> 1. Plan deliver accessible and equitable services; and 2. How services will reflect and accommodate the priority population and the population of South County. 	1
	Describe, in detail, Bidder’s <i>Planned Staffing and Organizational Capacity</i> , including:	(4)
	<p>i. Roles and responsibilities of program staff, including:</p> <ol style="list-style-type: none"> 1. Program staffing plan which includes staff titles and FTE, language capacity, roles, responsibilities, and supervision structure. Provide rationale for proposed staffing plan including tasks necessary to provide program services and how they will be assigned to staff; 	2

Section	Instructions	Suggested Page Max.
	<ol style="list-style-type: none"> 2. Plan for recruiting, hiring, training, supervising, and retaining staff. Include how staff will reflect the priority population and language profiles; and 3. Plan for supervision and oversight of proposed program components. 	
	<p>ii. Bidder’s planned organizational infrastructure, including:</p> <ol style="list-style-type: none"> 1. Description of how program services will be integrated into Bidder’s existing organizational structure and services; 2. Organizational Chart; 3. Capacity or plan to track and enter data following County requirements; and 4. Capacity or plan to meet Federal, State, and MAA billing requirements. 	2
	<p>Describe, in detail, Bidder’s experience in Forming Partnerships and Collaboration, including:</p>	(1)
	<ol style="list-style-type: none"> i. Experience and/or plan to collaborate with other service providers that work with the priority population; ii. Experience and/or plan for seeing clients within emergency department settings. 	1
	<p>Describe, in detail, Bidder’s Experience and Plan to Track Data and Outcomes, including Bidder’s plan for collecting data specified in this RFP and tracking outcomes for quality improvement, including:</p>	(2)
	<ol style="list-style-type: none"> i. Experience with data collection, tracking, and reporting including data tracking tools or systems. Include examples of how data and outcomes information has been used for quality and performance improvement; and 	2

Section	Instructions	Suggested Page Max.
	ii. Plan for monitoring program measures and outcomes. If Bidder is proposing benchmark measures different from those included in RFP, provide rationale.	
7. IMPLEMENTATION SCHEDULE AND PLAN	Budget and Budget Narrative	(2)
	<p>a. Bidder's Implementation Schedule and Plan with due dates around the following activities:</p> <ul style="list-style-type: none"> • Three months start up including: <ol style="list-style-type: none"> 1. Recruitment/hiring 2. Establishment of relationship with Washington Hospital • Launch of services • Meeting program outcomes <p>b. Bidder's identification and strategies for mitigation of risks and barriers, which may adversely affect program implementation.</p>	2
8. COST	<p>Budget</p> <p>a. Cost Coefficient: Bidder does not need to submit any information for the cost coefficient.</p> <p>b. Complete and submit one BUDGET WORKBOOK (saved in Excel). See Budget Instructions tab.</p>	N/A
	<p>c. Provide a detailed Budget Narrative to explain the costs and calculations in the budget. The narrative must match the budget and be aligned with the requirements of this RFP.</p>	1
9. ATTACHMENTS	a. Attachment A – Organizational Chart: provide details where program will fit within your organizational structure	N/A

G. EVALUATION CRITERIA/SELECTION COMMITTEE

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis (Bidder Minimum Qualifications, Completeness of Response, Conformance to Page Limitations, and Debarment and Suspension) shall be evaluated by the CSC/Evaluation Panel. The CSC/Evaluation Panel may be composed of County staff and other individuals who may have expertise or experience in the RFP content. The CSC/Evaluation Panel shall score and recommend a Contractor in accordance with the evaluation criteria set forth in this RFP. The evaluation of the proposals for recommendation shall be within the sole judgment and discretion of the CSC/Evaluation Panel.

All contact during the evaluation phase shall be through the ACBH contact person only. Bidders shall neither contact nor lobby evaluators during the evaluation process. Attempts by Bidder to contact and/or influence members of the CSC/Evaluation Panel may result in disqualification of Bidder.

The CSC will evaluate each proposal meeting the minimum qualifications and requirements set forth in this RFP. 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, shall be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the County's requirements as set forth in this RFP.

As a result of this RFP, the County intends to award up to one (1) contract to the responsible Bidder whose response conforms to the RFP and whose proposal presents the greatest value to the County, all evaluation criteria considered. The combined weight of the evaluation criteria is greater in importance than cost in determining the greatest value to the County. The goal is to award a contract to the Bidder that demonstrates the best quality as determined by the combined weight of the evaluation criteria. The County may award a contract of higher qualitative competence over the lowest priced proposal.

The basic information that each proposal section should contain is specified in section II. F. These specifications should be considered as requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed in II. F. However, other criteria may be added to further support the evaluation process whenever such additional criteria are deemed appropriate in considering the nature of the services being solicited.

Each of the Evaluation Criteria below shall be used in ranking and determining the quality of proposals. Proposals shall be evaluated according to each Evaluation Criteria and scored on a zero to five-point scale shown in Table 2. The scores for all the Evaluation Criteria shall be added according to their assigned weight, as shown in Table 3, to arrive at a weighted score for each proposal. A proposal with a high weighted total shall be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any program is five hundred fifty (550)

points including the possible fifty (50) points for local and small, local and emerging, or local preference points (maximum 10% of final score).

The evaluation process may include a two-stage approach including an initial evaluation of the written proposal and preliminary scoring to develop a short list of Bidders that will continue to the final stage of oral interview and reference checks. The preliminary scoring will be based on the total points, excluding points allocated to references, and oral interview.

If the two-stage approach is used, the three Bidders that receive the highest preliminary scores and with at least 200 points shall be invited to participate in an oral interview. Only the Bidders meeting the short list criteria shall proceed to the next stage. All other Bidders shall be deemed eliminated from the process. All Bidders shall be notified of the short list participants; however, the preliminary scores at that time shall not be communicated to Bidders.

The zero to five-point scale range is defined in Table 2.

Table 2

Score	Label	Description
0	Not Acceptable	Non-responsive, fails to meet RFP specification. The approach has no probability of success. If a mandatory requirement this score shall result in disqualification of 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, achieves all objectives in a reasonable fashion per RFP specification. This shall be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members.
4	Above Average/ Good	Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations.
5	Excellent/ Exceptional	Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification.

The evaluation criteria and respective weights for this RFP are contained in Table 3.

Table 3

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
1. TITLE AND TABLE OF CONTENTS	Reviewed for completeness	Complete/Incomplete	Pass/Fail
2. SIGNED STATEMENTS: <ul style="list-style-type: none"> • Exhibit A: Bidder Information and Acceptance • SLEB Partnering Sheet • OIG Attestation • Exhibit B: Exceptions, Clarifications and Amendments 		Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete. Additionally, bid responses that do not conform to the page limitations in Table 1, will be rated a Fail in the Evaluation Criteria and will receive no further consideration.	
3. LETTER OF TRANSMITTAL/ EXECUTIVE SUMMARY			
4. ORGANIZATIONAL CAPACITY AND REFERENCE	Debarment and Suspension	To be considered for contract award, the Bidder and its principal may not be identified on the list of Federally debarred, suspended or other excluded parties located in the following databases: <ul style="list-style-type: none"> • https://www.sam.gov/portal/SAM/#1 • https://exclusions.oig.hhs.gov/ • https://files.medical.ca.gov/pubsdoco/Sandllanding.aspx • https://dmf.ntis.gov/ • https://npiregistry.cms.hhs.gov/ 	N/A

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	<p>ACBH will accept only non-ACBH references. ACBH will check references for Bidders placed on the shortlist and ask the references standard questions, which will be evaluated by the Evaluation Panel.</p>	<p>How do the Bidder's references respond to the following:</p> <ul style="list-style-type: none"> • Bidder's capacity to perform the services as stated; • Areas in which Bidder did well and areas in which bidder could have improved (if applicable); • Communication and responsiveness, reporting and invoicing, training, customer service, compliance with program, legal, and/or funding requirements, documentation and reliability on a scale of one to five; • Whether the project was completed on time and on budget; • Capacity and ability to meet program or contract deliverables; • Understanding of the project and need; • References' overall satisfaction with Bidder; • References' comfort with recommending the Bidder to Alameda County; • Whether Bidder would be used again by Reference; and • Any other information that would assist in Alameda County's work with the Bidder. 	5
<p>5. BIDDER MINIMUM QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Have at least two years of experience providing services to individuals with mild to severe 	<p>Meets/Does Not Meet Minimum Qualification</p>	Pass/Fail

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	mental illness within the last five years; and <ul style="list-style-type: none"> • Have at least two years of experience providing outpatient or outpatient support services within the last five years. 		
6. BIDDER EXPERIENCE, ABILITY AND PLAN	a. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under the <i>Understanding of the Priority Population Needs.</i>		(8) Section Subtotal
	i. Understanding of the Priority Population	How well does Bidder demonstrate understanding of the priority population including: <ul style="list-style-type: none"> • Needs, risk factors, strengths, and challenges with engagement; • Individuals with moderate to severe mental illness; • Demographics of the priority population and the population of South County, and the specific cultural and behavioral health needs of this region; and • Challenges with accessing and engaging in sustainable mental health and physical health supports. 	8
	b. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under the <i>Experience with the Priority Population.</i>		(8) Section subtotal

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	<p>ii. Experience with Priority Population</p>	<p>How well does Bidder demonstrate experience working with the priority population including:</p> <ul style="list-style-type: none"> • Providing services to the priority population; • Developing and implementing successful strategies to address barriers faced by the clients; • Providing in-reach and outreach services that are culturally affirming and responsive to the individuals in the priority population; and • Developing strategies to make services accessible and equitable. 	<p>8</p>
	<p>c. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder's response to following questions which will become the total score under the <i>Service Delivery Approach</i>.</p>		<p>(22) Section Subtotal</p>
	<p>i. Service Delivery to Clients</p>	<p>How well-matched is Bidder's plan to provide services, including:</p> <ul style="list-style-type: none"> • Plan to provide outpatient support services, including but not limited to screening and linkages to mental health, SUD, and physical health treatment; • Proposed referral, engagement, and intake processes, including strategies to manage referrals and respond in a timely manner; • Support to clients to identify goals and improve connections to sustainable services, including applicable treatment services; • Plan for delivering services on-site (Washington Hospital); • Plan for engaging treatment-reluctant clients; and • Plan for individuals that do not meet eligibility criteria, and for eligible clients for whom there are no openings. 	<p>8</p>

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	ii. Evidence-Based Practices	How well-matched is Bidder’s plan to provide services, including: <ul style="list-style-type: none"> • Plan to follow In-Home Outreach Team (IHOT) model • Plan to implement other EBPs, including but not limited to, Motivational Interviewing, Screening Brief Intervention Referral and Treatment (SBIRT), and Stages of Change. 	7
	iii. Accessible and Culturally Affirming Practices	How well-matched is Bidder’s plan to provide services, including: <ul style="list-style-type: none"> • Plan deliver accessible and equitable services; and • How services will reflect and accommodate the priority population and the population of South County. 	7
	d. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under the <i>Planned Staffing and Organizational Capacity.</i>		(12) Section subtotal
	i. Planned Staffing Structure	How well-matched is Bidder’s staffing plan, including: <ul style="list-style-type: none"> • How appropriate is proposed plan for program staffing including staff positions, staff education and/or experience, language capacity, roles, responsibilities, and supervision structure? • How well does Bidder identify tasks necessary to provide program services? How well does Bidder describe how tasks will be assigned to staff? • How well matched is Bidder’s plan for recruiting, hiring, training, supervising, and retaining staff? How well do staff reflect the priority population and language profiles? 	6

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
		<ul style="list-style-type: none"> How appropriate is Bidder's plan for supervision and oversight of proposed program components? 	
	ii. Capacity and Organizational Infrastructure	<p>How well does Bidder describe its organizational infrastructure, and how well-matched to the proposed services is this infrastructure, including:</p> <ul style="list-style-type: none"> How program services will be integrated into Bidder's existing organizational structure and services? Organizational Chart Capacity or plan to track and enter data following County requirements? Capacity or plan to meet Federal, State, and MAA billing requirements? How appropriate is Attachment A – Organizational Chart? 	6
	e.	The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder's response to following questions which will become the total score under Forming Partnership and Collaboration	(8) Section subtotal
	i. Forming Partnership and Collaboration	<p>How well does bidder describe its capacity for forming partnerships and collaboration?</p> <ul style="list-style-type: none"> Experience and/or plan to collaborate with other service providers that work with the priority population? Experience and/or plan for seeing clients within emergency department settings? 	8
	f.	The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder's response to following questions which will become the total score under Tracking Data and Outcomes .	(7)

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
			Section subtotal
	i. Track Data and Outcomes	<ul style="list-style-type: none"> How appropriate is Bidder's plan for tracking deliverables, client level data? How well does Bidder demonstrate experience with data collection and electronic data and/or tracking systems? 	7
7. IMPLEMENTATION SCHEDULE AND PLAN	The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder's response to following questions which will become the total score under Implementation Plan and Schedule.		(10) Section subtotal
	i. Implementation Plan	<ul style="list-style-type: none"> How detailed and specific is Bidder's response? How realistic does Bidder account for timeline to complete each specified milestone? Milestones include: <ul style="list-style-type: none"> Three-month start up including hiring and establishing relationship with Washington Hospital Launch of services Meeting program outcomes 	5
	ii. Identification and Strategies for Mitigation of Risks and Barriers	<ul style="list-style-type: none"> How thorough, thoughtful, and realistic is Bidder's identification of challenges and barrier mitigation strategies? How well does Bidder assess barriers? How creative and solution-oriented are Bidder's strategies? 	5
8. COST	The Evaluation Panel will review the Budget Workbook and the Budget Narrative and assign a score based on how Bidder's proposed program budget aligns with the requirements of the RFP which will become the total score under the Cost. The Cost-Coefficient is scored by applying the standard County formula.		(10) Section subtotal

RFP #23-02 WASHINGTON HOSPITAL EMERGENCY DEPARTMENT PROGRAM

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	i. Cost Co-Efficient	<ul style="list-style-type: none"> Low bid divided by low bid x 5 x weight = points <i>For example:</i> $\\$100,000 / \\$100,000 = 1 \times 5 \times 5 = 25 \text{ points}$ Low bid divided by second lowest bid x 5 x weight = points Low bid divided by third lowest bid x 5 x weight = points Low bid divided by fourth lowest bid x 5 x weight = points 	2
	ii. Budget iii. Budget Narrative	<ul style="list-style-type: none"> How well-matched is Bidder's budget to the proposed program? How well does the budget capture all activities and staff proposed in the Budget? How well does Bidder allocate staff and resources? How appropriate are the staffing and other costs? How much value does the proposal add considering the cost of the program, expected outcomes and the number of clients served? How well does the narrative detail how Bidder arrived at particular calculations? How well does Bidder "show the work"? 	8
ORAL INTERVIEW, IF APPLICABLE	Criteria are created with the CSC/Evaluation Panel.		10
PREFERENCE POINTS, IF APPLICABLE	SLEB		Five Percent (5%)
	Local (not SLEB certified)		Five Percent (5%)

H. CONTRACT EVALUATION AND ASSESSMENT

During the initial sixty (60) day period of any contract, which may be awarded to a successful Bidder (“Contractor”), the CSC and/or other persons designated by the County may meet with the Contractor to evaluate the performance and to identify any issues or potential problems.

The County reserves the right to determine, in its sole discretion, (a) whether Contractor has complied with all terms of this RFP and (b) whether any problems or potential problems are evidenced which make it unlikely (even with possible modifications) that the proposed program and services will meet the County requirements. If, as a result of such determination the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract as contracted for therein, the Contractor shall be notified of contract termination effective forty-five (45) days following notice. The County shall have the right to invite the next highest ranked Bidder to enter into a contract.

The County also reserves the right to re-bid these programs if it is determined to be in its best interest to do so.

I. AWARD

1. Proposals evaluated by the CSC/Evaluation Panel shall be ranked in accordance with the RFP section II.G. of this RFP.
2. The CSC shall recommend award of each contract to the Bidder who, in its opinion, has submitted the proposal that best conforms to the RFP and best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be recommended or made to the Bidder with the lowest price.
3. The County reserves the right to reject any or all proposals that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, 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.
4. Any proposal that contains false or misleading information may be disqualified by the County.
5. The County reserves the right to award to a single or multiple Contractors.
6. The County has the right to decline to award a contract in whole or any part thereof for any reason.

7. BOS approval to award a contract is required.
8. A contract must be negotiated, finalized, and signed by the intended awardee prior to BOS approval.
9. Final terms and conditions shall be negotiated with the Bidder recommended for award. The successful Bidder may request a copy of the Master Agreement template from the ACBH RFP contact. The template contains the agreement boilerplate language only.
10. The RFP specifications, terms, conditions, Exhibits, 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.

J. PRICING

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.

K. INVOICING

1. Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
2. Payment will be made within thirty days following receipt of invoice and upon complete satisfactory receipt of product and performance of services.
3. County shall notify Contractor of any adjustments required to invoice.
4. Invoices shall contain County purchase order (PO) number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
5. Contractor shall utilize standardized invoice upon request.
6. Invoices shall only be issued by the Contractor who is awarded a contract.
7. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the POs.

L. NOTICE OF INTENT TO AWARD

At the conclusion of the proposal evaluation process ("Evaluation Process"), all Bidders will be notified in writing by e-mail, fax, or US Postal Services mail of the contract award

recommendation, if any, by ACBH. The document providing this notification is the Notice of Intent to Award.

The Notice of Intent to Award shall provide the following information:

- The name of the Bidder being recommended for contract award; and
- The names of all other Bidders that submitted proposals.

At the conclusion of the RFP response evaluation process and negotiations, debriefings for unsuccessful Bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful Bidder's proposal.

- Under no circumstances shall any discussion be conducted with regard to contract negotiations with the recommended /successful Bidder.
- Debriefing may include review of the recommended/ successful Bidder's proposal/s with redactions as appropriate.

All submitted proposals shall be made available upon request no later than five (5) calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

M. TERM/TERMINATION/RENEWAL

The term of the contract, which may be awarded pursuant to this RFP, will be one year and may be renewed thereafter, contingent on the availability of funds, Contractor's performance, continued prioritization of the activities and priority populations, as defined and determined by ACBH.

III. APPENDICES

A. GLOSSARY & ACRONYM LIST

Agreement	The formal contract between ACBH and Contractor.
ACBH	Alameda County Behavioral Health Care Services, a department of the Alameda County Health Care Services Agency.
ACCESS	Acute Crisis Care and Evaluation for Systemwide Services (ACCESS) Program is the system wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents.
Bid	A Bidders' response to this Request; used interchangeably with proposal.
Bidder	The specific person or entity responding to this RFP.
Board	Shall refer to the County of Alameda Board of Supervisors.
Client	The recipient of services; used interchangeably with beneficiary and consumer.
Consumer	The recipient of services; used interchangeable with beneficiary and consumer.
Community-Based Organization (CBO)	A non-governmental organization that provides direct services to beneficiaries.
Contractor	When capitalized, shall refer to selected Bidder that is awarded a contract.
County	When capitalized, shall refer to the County of Alameda.
Federal	Refers to United States Federal Government, its departments and/or agencies.
Full Time Equivalent (FTE)	A budgetary term used to describe the number of total hours worked divided by the maximum number of compensable hours in a full-time schedule as defined by law. For example, if the normal schedule for a staff person is 40 hours per week (40*52 weeks-4 weeks for vacation=1,920). Someone working 1,440 hours during the year represents 1,440/1,920=.75 FTE.
IHOT	In-Home Outreach Team
MAA	Medi-Cal Administrative Activities
Outcomes	The extent of change in attitudes, values, behaviors, or conditions between baseline measurement and subsequent points of measurement. Depending on the nature of the intervention and the theory of change guiding it, changes can be short, intermediate, and longer-term outcomes.
Proposal	Shall mean Bidder's response to this RFP; used interchangeably with bid.

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Qualified	Competent by training and experience to be in compliance with specified requirements.
Request for Proposal (RFP)	Shall mean this document, which is the County of Alameda's request for proposal to provide the services being solicited herein; also referred herein as RFP.
Response	Shall refer to Bidder's proposal submitted in reply to RFP.
SLEB	Small Local Emerging Business
State	Refers to State of California, its departments and/or agencies.

B. BID SUBMISSION CHECKLIST

All of the documentation listed below is required to be submitted with the Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation in the order listed below and clearly labeled.

1. Table of Contents

2. Proposal Supporting Documentation

A. Bidder Information and Acceptance:

Bidders must select one box under Item 10 of Exhibit A Bidder Information and Acceptance Form and must fill out and submit a **signed** page of Exhibit A.

B. SLEB Partnering Information Sheet:

Every Bidder must fill out and submit a signed SLEB Partnering Information Sheet in the Bid Template, 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.

C. OIG and Other Exclusion List Background Checks Attestation:

All Bidders must complete the OIG Attestation form, attesting that they have checked and verified that all licensed staff that are included are part of the current bid against the lists included in the form.

D. References:

Bidders are to provide a list of three current and three former references. If unable to provide the stated number of references, include justification in your bid submission as a separate attachment. 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.

E. Exceptions, Clarifications, Amendments:

Indicate all of Bidder exceptions to the County's requirements, conditions and specifications as stated within this RFP. 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 template 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.

- 3. Bid Response:** Bidder may use the ACBH-issued Bid Response Template in MS Word but is not required to, as long as Bid Response is complete per this Bid Submission Checklist. Further, Proposal Narrative **must not** collectively exceed the maximum page limit of **20 pages**.

A. Letter of Transmittal/Executive Summary:

Bidders should use this document to provide a synopsis of the highlights and benefits of their bid.

B. Bidder Minimum Qualifications:

Bidders must demonstrate how they meet all of the criteria.

C. Bidder Experience, Ability and Plan:

Bidders must respond to all questions in this section of the narrative proposal.

D. Implementation Schedule and Plan:

Bidders must respond to all questions in this section of the narrative proposal.

E. Budget Narrative:

Budget narrative must match Budget Workbook.

4. Budget Workbook:

Bidders must complete all tabs in the budget workbook.

5. Attachments:

Bidders must submit all Attachments as part of their bid packet.

a) Attachment 1: Organizational Chart

C. EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the proposal documents, including, without limitation, the RFP, Addenda and Exhibits have been read and accepted.
2. The undersigned declares that he/she is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the RFP's specifications, terms & conditions.
3. The undersigned has reviewed the proposal documents and fully understands the requirements in this proposal including, but not limited to, the requirements under the County Provisions, and that each Bidder who is awarded a contract shall be, in fact, a prime contractor, not a subcontractor, to the County, and agrees that its 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 proposal.
4. The undersigned also agrees to follow the Bid Protests / Appeals Process.

Alameda County 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 proposal process or the recommendation to award a contract for these programs once the Notices of Intent to Award/Non-Award have been issued.

The following describes two separate processes: Bid Protests and Appeals. Bid Protests submitted prior to issuance of the Notices of Intent to Award/Non-Award shall not be accepted by the County.

Bid Protests from any Bidder related to this RFP must be submitted in writing to the ACBH Director located at 2000 Embarcadero Cove, Suite 400, Oakland, CA 94606 Fax: 510.567.8180, before 5:00 p.m. of the **fifth (5th)** business day **following the date of issuance of the Notice of Intent to Award/Non-Award, not the date it is received by the Bidder**. Any Bid Protest received after 5:00 p.m. shall be considered received as of the next business day.

- The Bid Protest must contain a complete statement of the reasons and facts for the protest.
- The Bid Protest shall refer to the specific portions of documents that form the basis for the protest.
- The Bid Protest shall include the name, address, email address, fax number and telephone number of the person representing the protesting party.
- ACBH shall transmit a copy of the Bid Protest to all Bidders as soon as possible after receipt of the protest.

Upon receipt of written Bid Protest, the ACBH Director, or designee shall review and evaluate the protest and issue a written decision. The ACBH Director, may, at his or her discretion, 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 determined appropriate by the ACBH Director) to discuss the Bid Protest. The decision on the proposal protest shall be issued at least ten (10) business days prior to the date the Board is considering the recommendation and award of contract.

The decision on the Bid Protest shall be communicated by e-mail, fax, or US Postal Service mail, and shall inform the Bidder whether or not the recommendation to the Board of Supervisors as stated in the Notice of Intent to Award is going to change. A copy of the decision shall be furnished to all Bidders affected by the decision. As used in this paragraph, a Bidder is affected by the decision on a Bid Protest if a decision on the Bid Protest could have resulted in the Bidder not being the recommended successful Bidder on the RFP.

The decision of the ACBH Director on the Bid Protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Rm. 249, Oakland, CA 94612, Fax: 510.272.6502 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 proposal is the subject of the Bid Protest, all Bidders affected by the ACBH Director's decision on the Bid Protest, and the protesting Bidder have the right to appeal if not satisfied with the ACBH Director's Bid Protest decision. **All Appeals to the Auditor-Controller's OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the ACBH Director, not the date received by the Bidder.** Appeals received after 5:00 p.m. is considered received as of the next business day.

- The Appeal shall specify the Bid Protest decision being appealed and all the facts and circumstances relied upon in support of the Appeal.
- In reviewing Appeals, the OCCR shall not re-judge the proposals. The appeal to the OCCR shall be limited to review of the procurement process to determine if the contracting department materially erred in following the RFP or, where appropriate, County contracting policies or other laws and regulations.
- The Appeal to the OCCR also shall be limited to the grounds raised in the original Bid Protest and the decision by the ACBH Director. As such, a Bidder is prohibited from stating new grounds for a Bid Protest in its Appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the GSA-Office of Acquisition Policy or department designee, and will determine whether to uphold or overturn the protest decision.
- 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.
- The decision of the Auditor-Controller's OCCR is the final step of the Appeal process. A copy of the decision of the Auditor-Controller's OCCR shall be furnished to the protestor, the Bidder whose proposal is the subject of the Bid protest, and all Bidders affected by the decision.

The County shall complete the Bid Protest/Appeal procedures set forth in this before a recommendation to award the contract is considered by the Board of Supervisors.

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 Bid Protest. A Bidder's failure to timely complete both the Bid Protest and Appeal procedures shall be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, shall constitute a waiver of any right to further pursue the Bid Protest, including filing a Government Code Claim or legal proceedings.

5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:

- **Debarment / Suspension Policy:**
<http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm>
- **Iran Contracting Act (ICA) of 2010:**
<http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm>
- **General Environmental Requirements:**
<http://www.acgov.org/gsa/departments/purchasing/policy/envIRON.htm>
- **Small Local Emerging Business Program:**
<http://acgov.org/auditor/sleb/overview.htm>
- **First Source:** <http://www.acgov.org/auditor/sleb/sourceprogram.htm>
- **Online Contract Compliance System:** <http://acgov.org/auditor/sleb/elation.htm>
- **General Requirements:**
<http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm>
- **Proprietary and Confidential Information:**
<http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm>

6. The undersigned also acknowledges that Bidder will be 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 associated proposal documents.

7. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a 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.

8. Patent indemnity: Bidders who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.

9. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bidder Information and Acceptance, the Contractor agrees to meet the minimum insurance requirements stated in the RFP. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.

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10. The undersigned also acknowledges **ONE** of the following. Please check only one box.

- Bidder is not local to Alameda County and is ineligible for any bid preference; **OR**
- Bidder is a certified SLEB and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the SLEB PARTNERING INFORMATION SHEET); **OR**
- Bidder is LOCAL to Alameda County and is requesting 5% bid preference, and has attached the following documentation to this Exhibit:
 - Copy of a verifiable business license, issued by the County of Alameda or a City within the County; and
 - Proof of six (6) months business residency, identifying the name of the bidder and the local address. Utility bills, deed of trusts or lease agreements, etc., are acceptable verification documents to prove residency.

EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE			
Official Name of Bidder			
Street Address Line 1			
Street Address Line 2			
City	State	Zip	
Webpage			
Type of Entity/Organizational Structure	<input type="checkbox"/> Corporation		<input type="checkbox"/> Joint Venture
	<input type="checkbox"/> Limited Liability Partnership		<input type="checkbox"/> Partnership
	<input type="checkbox"/> Limited Liability Corporation		<input type="checkbox"/> Non-Profit / Church
	<input type="checkbox"/> Other		
Jurisdiction of Organizational Structure			
Date of Organizational Structure		Federal Tax ID Number	
Name		Title	
Phone Number		Fax Number	
Email			
Signature		Title	
Dated this	day of	20	

D. SLEB PARTNERING INFORMATION SHEET

In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, all bidders must complete this form as required below. Bidders not meeting the [definition of a SLEB \(http://acgov.org/auditor/sleb/overview.htm\)](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 considered 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. This form must be submitted for each business that bidders will work with, as evidence of a firm contractual commitment to meeting the SLEB participation goal. (Copy this form as needed.)

Bidders are encouraged to form a partnership with a SLEB that can participate directly with this contract. One of the benefits of the partnership will be economic, 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, bidders will not be able to substitute named subcontractors without prior written approval from the Auditor-Controller, Office of Contract Compliance & Reporting (OCCR).

County departments and the OCCR will use the web-based Elation Systems to monitor contract compliance with the SLEB program (Elation Systems: <http://www.elationsys.com/elationsys/>).

<input type="checkbox"/> 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: _____
--

<input type="checkbox"/> 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: <input type="checkbox"/> Small / <input type="checkbox"/> Emerging NAICS Codes Included in Certification: _____ SLEB Subcontractor Principal Name: _____ SLEB Subcontractor Principal Signature: _____ Date: _____
--

Upon award, prime Contractor and all SLEB subcontractors that receive contracts as a result of this bid process 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: _____

E. OIG AND OTHER EXCLUSION LIST BACKGROUND CHECK ATTESTATION

In accordance with HCSA's Policy and Procedure #OCS.C.001 on Exclusion Screening, **PROVIDER NAME** attests that they have checked and verified all licensed staff that will provide services related to *RFP #23-02 Washington Hospital Emergency Department Program* against the following lists and are not excluded from participation in government funded healthcare programs:

- National Plan & Provider Enumeration System (NPPES) – NPI Number (<https://npiregistry.cms.hhs.gov/>)
- Licenses are verified to be current with no restrictions
- Office of the Inspector General List of Excluded Individuals & Entities (OIG/LEIE) database (<https://exclusions.oig.hhs.gov/>)
- GSA System Award Management (SAM/EPLS) data base (<https://www.sam.gov/SAM/>)
- California DHCS Medi-Cal Suspended & Ineligible list (<https://files.medical.ca.gov/pubsdoco/Sandllanding.asp>)
- Social Security Death Master File (<https://dmf.ntis.gov/>)
- SUD Certification and/or Registration is verified and current with CAADE, CADTP or CCAPP (SUD only)

Further, **PROVIDER NAME** attests that they have policies and procedures in place to conduct this verification for new hires and on a regular basis for all employees.

Provider Name:

Signature, Title

F. EXCEPTIONS, CLARIFICATIONS, AMENDMENTS

This shall include clarifications, exceptions and amendments, if any, to the RFP and associated Bid Documents, and shall be submitted with your bid response. THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.

Bidder Name: _____

Reference to			Description
Page No.	Section	Item No.	
p. 23	D	1.c.	<i>Bidder takes exception to...</i>

G. BIDDER REFERENCES

Provide three current and three former references that Bidder worked with on a similar scope, volume and requirements to those outlined in this RFP. Bidders must verify that the contract information for all references provided in 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 proposal and to use the information gained from them in the evaluation process.

Current References

Bidder Name	
1.	
Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	
2.	
Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	
3.	
Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Former References

Bidder Name	
1.	
Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	
2.	
Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	
3.	
Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

H. EXHIBIT C: INSURANCE REQUIREMENTS

Insurance certificated are not required at the time of submission; however, by signing Exhibit A – Bidder Information and Acceptance, the Bidder agrees to meet the minimum insurance requirements state din the RFP, prior to award. This documentation must be provided to the County, prior to awards, and shall include insurance certificate and additional insured certificate, naming 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 this RFP:

*****SEE NEXT PAGE FOR COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS*****

COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following minimum insurance coverage, limits and endorsements. The County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances. If the Contractor maintains broader coverage and/or higher limits than the minimums shown below, the County requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability; Abuse, Molestation, Sexual Actions, and Assault and Battery	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers' Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$1,000,000 per accident for bodily injury or disease
D	Professional Liability/Errors & Omissions Includes endorsements of contractual liability and defense and indemnification of the County	\$1,000,000 per occurrence \$2,000,000 project aggregate

E **Endorsements and Conditions:**

1. **ADDITIONAL INSURED:** County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees, volunteers, and representatives are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 if a later edition is used). Auto policy shall contain, or be endorsed to contain additional insured coverage for the County.
2. **DURATION OF COVERAGE:** All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained and evidence of insurance must be provided during the entire term of the Agreement and for at least five (5) years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. If coverage is cancelled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of five (5) years after completion of work. Proof of workers' compensation insurance coverage is not required if contractor provides a signed Workers Compensation Written Declaration of Compliance.
3. **REDUCTION OR LIMIT OF OBLIGATION:** All insurance policies, including excess and umbrella insurance policies, shall be primary and non-contributory coverage at least as broad as ISO CG 20 10 04 13 as respects the County, its officers, officials, employees, or volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Contractor' insurance and shall not contribute with it. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor's contractual obligation to indemnify and defend the Indemnified Parties.
4. **INSURER FINANCIAL RATING:** Insurance shall be maintained through an insurer with an A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise acceptable by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor's insurance by County shall not relieve or decrease the liability of Contractor hereunder. Self-insured retentions must be declared and approved. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. The policy language shall provide or be endorsed to provide, that the self -insured retention may be satisfied by either the named insured or County.
5. **SUBCONTRACTORS:** Contractor shall include all subcontractors as an insured (covered party) under its policies or shall verify that the subcontractor, under its own policies and endorsements, has complied with the insurance requirements in this Agreement, including this Exhibit.
6. **JOINT VENTURES:** If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods:
 - Separate insurance policies issued for each individual entity, with each entity included as a "Named Insured" (covered party), or at minimum named as an "Additional Insured" on the other's policies. Coverage shall be at least as broad as in the ISO Forms named above.
 - Joint insurance program with the association, partnership or other joint business venture included as a "Named Insured".
7. **CANCELLATION OF INSURANCE:** Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice of cancellation provided to the County in accordance with policy terms and conditions.
8. **CERTIFICATE OF INSURANCE:** Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of insurance and applicable insurance endorsements as set forth in the provisions of this Agreement and this Exhibit C, in forms satisfactory to County, evidencing that all required insurance coverage is in effect. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The County reserves the right to require the Contractor to provide complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.