



COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. HCSA-901423 for Fairmont Medical Respite Services

Bidders Conference #1: June 7, 2023, Wednesday, 3 PM

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Bidders Conference #2: June 8, 2023 Thursday, 11 AM

Microsoft Teams meeting

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For complete information regarding this project, see Request for Proposal (RFP) posted at [Alameda County Current Contracting Opportunities](#) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/>]
or contact the County representative listed below.

Thank you for your interest!

Contact Person: Mona Palacios

Phone Number: (510) 520-8200

E-mail Address: Mona.Palacios@acgov.org

Alameda County Health Care Services Agency (HCSA)

Office of Homeless Care and Coordination (OHCC)

RESPONSE DUE by 2:00 p.m. on July 7, 2023

at

**Alameda County, Health Care Services Agency
1000 San Leandro Blvd, Suite 300, San Leandro, CA 94577**



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CALENDAR OF EVENTS

REQUEST FOR PROPOSAL No. 901423 FAIRMONT MEDICAL RESPITE SERVICES

| EVENT | DATE/LOCATION |
|--|--|
| Request Issued | June 2, 2023 |
| Networking/Bidders Conference No. 1 | <p>June 7, 2023, 3 pm TO ATTEND ONLINE:</p> <p>Microsoft Teams meeting Join on your computer, mobile app Click here to join the meeting Download Teams Join on the web Or call in (audio only) +1 415-915-3950,,38794857# United States, San Francisco Phone Conference ID: 387 948 57# Find a local number Reset PIN</p> |
| Networking/Bidders Conference No. 2 | <p>June 8, 2023, 11 am TO ATTEND ONLINE:</p> <p>Microsoft Teams meeting Join on your computer or mobile app Click here to join the meeting Download Teams Join on the web Or call in (audio only) +1 415-915-3950,,874417547# United States, San Francisco Phone Conference ID: 874 417 547# Find a local number Reset PIN</p> |
| Written Questions Due via Email: mona.palacios@acgov.org | June 9, 2023 by 5:00 p.m. |
| List of Attendees | June 12, 2023 |
| Questions & Answers Issued | June 22, 2023 |
| Addendum Issued [only if necessary to amend RFP] | June 22, 2023 |
| Response Due Date | July 7, 2023 by 2:00 p.m. |
| Evaluation Period | July 7, 2023 – August 17, 2023 |
| Optional Vendor Interviews | Week of August 7, 2023 |
| Notice of Intent to Award Issued | August 18, 2023 |
| Board Consideration Award Date | September 19, 2023 |
| Contract Start Date | October 1, 2023 |

NOTE: All dates are tentative and subject to change.

COUNTY OF ALAMEDA
REQUEST FOR PROPOSAL No. 901423
SPECIFICATIONS, TERMS & CONDITIONS
for
FAIRMONT MEDICAL RESPITE SERVICES

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ATTACHMENTS

EXHIBIT A – BID RESPONSE PACKET

EXHIBIT B – Alameda County Emergency Shelter Standards for Year-Round Shelters, April 2022

I. **STATEMENT OF WORK**

A. **INTENT**

It is the intent of these specifications, terms, and conditions to describe medical respite services being requested by the County.

The County intends to award a nine (9) month contract (with the option to renew or extend for up to 4 additional years) to the Bidder selected as the most qualified Bidder whose response conforms to the RFP and meets the County's requirements.

B. **BACKGROUND and SCOPE**

This RFP describes medical respite services and other support services that are activities of Alameda County's comprehensive coordinated service delivery system for people at risk of, or currently experiencing homelessness. Medical Respite, also known as recuperative care, is a California Advancing and Innovating Medi-Cal (CalAIM) Community Support (See the California [Department of Health Care Services Community Supports Policy Guide](#), page 28) for more information on Medical Respite services.

Alameda County through its Health Care Services Agency (HCSA) seeks a contractor to:

- Fully operate the site as interim housing with a bed and meals and ongoing monitoring of an individual's ongoing medical or behavioral health conditions (e.g., monitoring of vital signs, assessments, wound care, medication monitoring).
- Ensure an offer of a medically appropriate interim or permanent housing option upon exit.

The program goal is generally to provide a place for someone without a home to recover from an injury or illness (including behavioral health conditions).

The Fairmont Medical Respite site (currently operating as a Navigation Center), located in unincorporated Alameda County near San Leandro, serves people experiencing homelessness and helps them to achieve stability, self-sufficiency, and transition into permanent housing. The site provides housing navigation services and supports connections to medical care, substance use treatment and counseling for participants in a safe and low-barrier environment.

The site is currently operating with 34 private units of which a subset (15) currently serves as medical respite interim housing for individuals too ill or frail to recover on the street, but not assessed as needing hospitalization. The remaining 19 units are currently operating as Navigation Center interim housing. The site provides housing navigation services and supports connections to medical care, substance use treatment, and counseling for participants in a safe and low-barrier environment. HCSA is seeking a

contractor to operate the entire site (all 34 units) as a medical respite interim housing project.

The target population is literally homeless adults without custody of minor children (defined as individuals who have no fixed, regular and adequate nighttime residence). Admission to the site is based on meeting medical respite criteria with an approved authorization from Managed Care Plans if the client is enrolled in managed care. People are eligible for medical respite while they are recovering from acute medical conditions, but generally for a time period not to exceed 90 days.

The selected contractor must be able to establish services starting on **October 1, 2023** and is expected to continue providing services to existing clients.

While the County expects the selected contractor to fully bill Managed Care Plans for Medical Respite Services, County funds via this solicitation may be made available for this site, to support:

1. Client stays for Alameda County residents who are not eligible for managed care.
2. A transition period for clients who have stabilized medically and are no longer eligible for medical respite but an appropriate permanent or interim housing option has not yet been identified (housing assistance is expected to start within the first 72 hours of a client entering medical respite; however, there may be a need for an additional stay beyond medical respite eligibility).
3. Maintenance and rehabilitation costs to restore current units to original state.

C. BIDDER QUALIFICATIONS

1. BIDDER Minimum Qualifications
 - a. Bidder must be regularly and continuously engaged in the business of operating an interim housing and/or medical respite site for at least three (3) years, which must be clearly stated or demonstrated in the bid response.
 - b. Bidders must have the capacity themselves or through a subcontract, to submit authorizations and claims for medical respite to the Alameda Alliance for Health (Alameda County Managed Care Health Plan) and/or other similarly operated health plans.
 - c. Bidders must have experience using the Homeless Management Information System (HMIS) to document program services and status.
 - d. Bidder must either have a medical respite contract with the Alameda Alliance for Health (Alameda County Managed Care Health Plan) or

partner with an agency who has a medical respite contract with the Managed Care Health Plan.

- e. Bidder must also possess all permits, licenses, and professional credentials necessary to supply products and perform services specified under this RFP. Unless noted otherwise in the RFP, for example the item(s) stated above, including any Addendum, Bidder is not required to submit copies or verification of the permits, licenses and credentials; however, Bidder must provide such proof if requested by County.
- f. Bidders must have demonstrated experience with coordinated entry and success connecting clients to housing.

D. SPECIFIC REQUIREMENTS

The selected contractor will provide services directly or, with prior consultation and approval by the county, by subcontract with a qualified entity. The scope of services includes three main service categories:

1. Medical respite services
2. Shelter site management, repair and maintenance services
3. Housing navigation services

1. Medical Respite Services

Medical Respite services will include nursing and caregiver services to support individuals with more complex physical health conditions. The initial length of stay for each individual will be up to 45 days, with the ability to request a program approval for an extension for individuals working on housing plans.

Nursing and caregiver services will facilitate short-term acute and post-acute medical care to prevent hospitalizations for individuals who are homeless, unstably housed and too ill or frail to recover in their usual living environment. Respite staff will facilitate daily interaction with individuals in a safe and structured setting. Services are offered daily with Registered Nurse support provided weekdays and on-call nursing coverage during weekends. Certified Nursing Assistants (CNAs) will be available seven days per week.

The selected Contractor shall:

- a) Support daily living, linkages to services including physical health, mental health, substance use disorder, and coordinate with housing providers to facilitate transition into permanent housing.
- b) Provide on-site workspace and Wi-Fi access for nurses and caregivers.

- c) Provide transportation and staff support to key and critical appointments, including for primary care and specialty care, benefits, income support, and housing.
- d) Support program attendance and wellness through bed-checks, buddy programs or similar activities to ensure every individual is contacted daily
- e) Facilitate laundering of program participants' linens and belongings on a regular basis by supporting individuals to care for their own belongings and/or facilitate any laundering that cannot be self-completed due to declining ability of a respite placement
- f) Maintain current emergency contacts for individuals and copies of essential documents
- g) Maintain and ensure daily managerial review of an incident report log
- h) Respond to crises using proactive crisis management and de-escalation techniques
- i) Coordinate services in collaboration with community-based case managers and County medical staff, as applicable
- j) Provide prompt response to requests for services by program participants
- k) Discuss issues and resource support needs with other providers at the site and convene meetings when necessary
- l) Coordinate with housing providers to facilitate transition to permanent housing solutions
- m) Provide interpreter or translation services, as needed

Medical services provided to individuals must follow a patient-centered, trauma informed care approach and include, but are not limited to the following:

- a) Wound care [stage 1 and 2].
- b) Medication support and education, medication reconciliation, and adjustments, as necessary.
- c) Injection medication assistance.
- d) Regular medical visits provided by medical provider on-site five days a week with on-call staff available on weekends and holidays.
- e) Linkage to follow up care.
- f) Nursing care available seven (7) days a week, including weekends and holidays (on-call for weekends and holidays is acceptable)
- g) Consultation services by medical provider for on-site clinical staff, as needed.
- h) Discharge planning that includes care transitions for patients exiting program.
- i) Behavioral health services including consultation and linkage, individual counseling, psychoeducation, and psychiatric services, including medication adjustments and support.
- j) Assistance with activities of daily living (ADL).
- k) Health coaching to support both personal goals expressed by recuperative care patients and discharge planning instructions relating to improving ADLs, physical and emotional health.
- l) Hygiene support.

In addition to the medical support services, the selected Contractor will provide low-barrier, compassionate, strength-based, and non-judgmental interim housing services. Services to be provided include staff oversight, janitorial service and maintenance coordination, bathrooms/showers, client laundry facilities, client storage areas, the dining/client community room (open around the clock) and general grounds of the program site. Housing and case management services shall be delivered in a client-centered manner with a commitment to client choice.

Eligible clients may be referred to the Fairmont Medical Respite services if they are able to live in the community (non-licensed facility) with existing or planned and established supports.

2. **Shelter Site Management, Repair and Maintenance Services**

The selected Contractor shall ensure shelter site management, repair and maintenance services are provided as follows. More information on Alameda County's Emergency Shelter Standards for Year-Round Shelters can be found in Exhibit B.

- a) Execution of a lease agreement with the Alameda County General Services Agency (GSA). Individuals-served must meet eligibility criteria for the Fairmont Medical Respite services program and document verification of eligibility in HMIS.
- b) Enrollment of eligible clients at and orientation to the Fairmont Medical Respite site.
- c) Access to the site 24 hours a day, seven days a week with no shelter curfews for those clients referred and active with the program. The selected Contractor will not be required to hold beds for longer than 72 hours. If a client is absent from their bed for 72 hours without appropriate notification of staff regarding absence, the client may be discharged.
- d) At least three (3) meals a day for each client, in accordance with available food preparation facilities at the program site.
- e) Storage for personal belongings of each client with secure and controlled access on the program site.
- f) Provide accommodations for pets and other service animals for each shelter client, such as portable kennels.
- g) Flexible sleeping accommodations for couples wherever possible, insofar as such accommodations do not pose a disruption to the overall community.
- h) The following day-to-day property management services are provided in coordination with the GSA or other County departments to ensure adequate and prompt janitorial services and maintenance of the physical building(s), outdoor spaces and grounds, bathrooms and showers, laundry facilities, storage facilities, cooking and dining spaces, community spaces, sleeping spaces, and all other program areas. Functions include, but are not limited to, the following:
 - i. Ensure program participant safety by regularly walking throughout the premises at ½ hour (30 minutes) intervals 24 hours a day, seven days a week (24/7) and maintaining a daily log to document these safety checks

- ii. Ensure site is staffed 24/7, including 15-minute overlaps between each shift change and document the 15-minute shift crossovers in a daily log to share program participant needs, incidents and other pertinent information from shift to shift
- iii. Ensure food delivery and distribution for program participants and onsite staff, as appropriate
- iv. Develop food handling template, adhere to proper food handling practices and submit food handling audit reports monthly
- v. Supervise and train all onsite property management staff, including janitorial, maintenance, food service, security, and other staff responsible for the site's safe operation
- vi. Perform all necessary administrative and financial functions and maintain accurate record keeping
- vii. Pay all charges from third-party vendors and utility companies, including but not limited to water, sewer, telephone, gas, electricity, cable tv, and internet services
- viii. Designate a full-time property manager responsible for overseeing all operational and maintenance functions at the site. This person will serve as the County's primary contact regarding all matters relating to the premises' operation.
- ix. Provide client supplies and equipment as needed.
- x. Adhere to proper infection prevention procedures and work with County to ensure all food service staff know and implement proper infection prevention procedures.
- xi. Arrange for storage of client belongings that cannot be stored in their rooms, as reasonable.
- xii. Ensure cleaning and maintenance duties are carried out to ensure a timely availability of newly unoccupied rooms.
- xiii. Maintenance of a secure Wi-Fi system accessible by individuals-served and medical staff.
- i) Implementation of bed bug/pest prevention protocols including but not limited to:
 - i. Prevention and sequestration protocols for clients who show signs of infestations at intake;
 - ii. Regular (at least monthly) inspections of client sleeping, community, and storage areas;
 - iii. Ad hoc treatment, as needed, to eliminate any infestations.
- j) Security services include, but are not limited to:
 - i. Coverage seven (7) days per week, 24 hours per day.
 - ii. Performing security services safely, responsibly and respectfully in accordance with State and local laws and regulations.
 - iii. Monitoring the entry and exit of personnel at the site.
 - iv. Escorting cleaning and other staff on premises, as needed.
 - v. Requiring individuals served to exit occupied space to allow the cleaning staff to perform their duties.

- vi. Inspection of facilities to ensure doors, windows, and roofs are secure.
- vii. Protection of County property and deter theft or criminal behavior by serving as a physical presence or visual deterrent while making security checks throughout the Premises.
- viii. Documenting and reporting unusual conditions to the proper personnel, including law enforcement; maintain security logs; write reports; and notify the appropriate County personnel.
- ix. Maintaining high visibility, answering routine questions for directions, and handling minor problems.
- x. Observing and immediately reporting urgent and suspicious situations to the appropriate personnel and emergency services via telephone, radio, or other suitable means.
- xi. Immediately notifying the County should any of the following occur:
 - a. Major security breaches (clients or visitors on-site without permission);
 - b. Violence or credible threats against staff or other program clients;
 - c. Overdose or major substance abuse complications;
 - d. Presence of any vermin (bed bugs, rodents, etc.) or any suspected major communicable disease;
 - e. Written correspondences from law enforcement, Fire, and/or other City and County departments pertaining to program's operations, insofar as disclosure of said correspondence is not otherwise prohibited by applicable privacy regulations.
- xii. Immediately contacting local law enforcement or emergency personnel by calling 911 in the following cases: Assault, burglary, robbery, vandalism, or any suspicious activities; serious injuries or illness (e.g., heart attack, stroke, or seizure); fire or smoke; any other conditions as identified by the County.
- xiii. Cooperation with the County, local law enforcement, and investigatory agencies in the event of any significant conflict or disturbance. Any incident which results in Contractor's personnel contacting emergency services, including but not limited to police, fire, or medical, Contractor shall, no later than the next business day, contact the county identified designee. Within three (3) business days after the incident, the Contractor shall provide the County with a written summary of the incident.
- xiv. Preparation of incident reports. Incident reports shall include, but are not limited to, the following items:
 - a. Identify any exterior doors not adequately secured. If the situation is suspicious or unusual, the appropriate local law enforcement agency shall be notified immediately.
 - b. Identify any exterior doors with defective hardware that might affect building security.
 - c. Report any incidents affecting the safety or security of the building or individuals.
 - d. Report any defective exterior lights.
 - e. Note any areas where the staff is working after-hours.

- f. Report unusual circumstances, suspicious persons, and any other problems encountered by the appropriate law enforcement agency.
 - g. Report electrical outages, broken pipes, smashed windows, etc., to designated personnel by the County to make repairs immediately.
 - h. Report any accidents or injuries.
 - i. Any other reporting requirements as identified by the County.
- k) The following day-to-day repairs and maintenance activities are completed in a timely (within 48 hours) and professional manner and in accordance with any applicable health, safety, or building code, law or regulations:
- i. Repair and maintenance of appliances located within the Premises' building (including the individual client rooms therewithin) including but not limited to dishwasher, microwave, stove/oven, washer/dryer, refrigerator, and garbage disposals.
 - ii. Routine plumbing issues including but are not limited to leaky faucets, shower heads toilets, clogged drains or toilets.
 - iii. Any necessary repairs to flooring that result from damage or excessive wear. Examples include, but are not limited to, moisture damage caused by spills or mobility vehicles tracking water out of bathroom areas; large dents, significant chips or cracks caused by dropped items beyond ordinary wear and tear.
 - iv. Routine electrical services, including but not limited to replacing light bulbs and batteries.
 - v. Routine janitorial services of all common areas and clients' rooms as necessary.
 - vi. Window cleaning.
 - vii. Trash removal.
 - viii. Repair or replacement of any item due to breakage or excess wear and tear.
 - ix. Cleaning and sealing of tiled surfaces.
 - x. Cleaning or replacement of range hood filters.
 - xi. Resealing bathtubs and toilets.
 - xii. Pest/vector control.
 - xiii. Maintenance of landscaped areas, including maintenance of sprinklers system.
 - xiv. Painting as necessary to maintain the premises in a neat, clean and orderly condition.
 - xv. Laundry services as needed, including maintenance and repairs of laundry equipment at the premises.
 - xvi. Regular testing of back-up power generators (where applicable).
 - xvii. Preventative maintenance including but not limited to the HVAC system and elevator.
 - xviii. Fire extinguishers maintenance, repair, and replacement.
 - xix. Purchase and replacement of furniture for units, including beds, dressers, side tables and small utility tables with chairs, as needed.
 - xx. Any maintenance and repairs done by Contractor must not exceed \$60,000.
 - a. For any substantial repair work exceeding \$60,000, the County shall be obligated by the Public Contract Code to self-perform the work.

- l) Units will be cleaned and ready for use within 24 hours of vacancy. This includes unit turnover in cases where furniture and other items must be replaced. To ensure adherence to the 24hr turnaround timeframe requirement, extra furniture and other items required for unit set-up will be kept onsite for replacement of damaged items.
- m) If unit repair is required, units may only be offline for a maximum of three days. This includes minor repairs such as doors, mirrors, cabinets, etc. If a unit has damage significant enough to require more than a three-day turnaround time for repairs, the selected contractor must notify HCSA in writing and include a scheduled date for completion of work. Further delays must be communicated in advance of anticipated completion date.

3. **Housing Navigation Services**

Using a Housing First orientation, the selected Contractor shall help homeless individuals participating in Medical Respite or having participated in Navigation Center services to obtain permanent housing. Services shall be provided to all program participants who are staying at the site and every effort shall be made to retain program participants once admitted. The selected Contractor shall provide housing navigation, support for program participants to transition to residential stability, support to improve behavioral and physical health status, and all necessary preparation for program participants to move into a longer-term housing setting.

The selected Contractor is expected to provide supportive services including, but not limited to:

- a) Intensive housing search assistance to each client residing at the program, including but not limited to: assistance in applying for affordable housing lists; assistance with enrollment in any rapid rehousing or permanent supportive housing opportunities to which clients may be matched through the Alameda County Coordinated Entry System; advocacy on behalf of clients; identification of roommates for shared housing opportunities; and exploring relocation to other communities and/or reunification with family in accordance with client choice. Support for these housing connections includes, but is not limited to:
 - i. Assistance to obtain housing rapidly through Housing Problem Solving, Rapid Rehousing, and permanent housing options.
 - ii. Assistance completing coordinated entry assessments
 - iii. Document readiness for permanent supportive housing that is uploaded into HMIS.
- b) One-time or short-term housing financial assistance.
- c) Assistance with income improvements through the provision of services that will include, but not be limited to: linkages to employment and job-placement resources; linkages to/assistance with applications to cash and non-cash benefits (including,

when necessary for housing stability, medical, CalFresh, and in-home supportive service benefits).

- d) Provision of up to 12 months of financial support and/or transitional case management, to clients who have been housed and are receiving subsidy assistance through the Rapid Rehousing Funds. Transitional case management shall include, but not be limited to: reviewing key elements of rental agreement and expectations with client to ensure understanding; establishing utilities for the housing unit/applying for low-income assistance utility programs; working with client on ensuring rents are paid on time; developing a housing stability plan prior to move-in; developing a housing crisis response plan outlining plans if challenges arise that may jeopardize housing stability; and planning for self-sufficiency after assistance ends.
- e) Plan for warm handoffs to Alameda County tenancy sustaining services case managers wherever necessary.
- f) Maintain a case management ratio of no greater than 25 clients per 1 FTE housing navigator.
- g) Believe that every client is housing-ready and maintain unwavering commitment to creatively ending homelessness; maintain a commitment to client choice.
- h) Capture data in real-time in HMIS on all individuals served to provide information about enrollment, services, and performance outcomes.
- i) Development of a Housing Support Plan for all program participants within one week of enrollment.
- j) Entry of case notes and care coordination data into HMIS for every encounter.
- k) Identify and support family connections to assist with permanent housing search activities.

E. DELIVERABLES / REPORTS

1. All Contractors shall comply with any reporting and evaluation standards and agreements as set forth by the County. In addition, methodology for reporting performance standards will also include a Results-Based Accountability (RBA)¹ model. If required, County will provide technical training and support to the contractor.
2. All Contractors shall generate and maintain retrievable program records, records relating to each client that receives services under this RFP, and data collection/tracking systems as directed by the County. Contractor shall ensure appropriate safeguards are implemented to secure clients' protected health information at all times.

¹ The idea behind use of RBA methodology is to provide the contractor with a framework to identify performance measures to help assess the effort, quality and impact of the funded programs and services. For more information on Results-Based Accountability, see *Trying Hard is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities* by Mark Friedman (Trafford 205).

3. All Contractors shall maintain data systems to ensure that accurate client and service information is managed appropriately and that clients' protected health information is kept secure at all times. Contractors shall generate and maintain complete client files in a secure location that are accessible to authorized staff and the County upon request. They will generate and maintain electronic files such as HMIS, or other systems as directed by the County, and in compliance with federal and state confidentiality laws.
4. All Contractors shall complete and submit monthly, quarterly, and/or other reports with the required supporting documentation as requested by the County and/or its partners. Reports shall include aggregate reporting/data elements required by HCSA and shall be completed and submitted in the manner directed by the County.
5. Deliverables and related performance measures may include:

| PROGRAM DELIVERABLE | PERFORMANCE MEASURE |
|--|---|
| Provide shelter and housing navigation services to individuals served | Number of unduplicated households and individuals served (point in time and cumulative) |
| Timely entry of data into HMIS system included all entry/exit Universal Data Elements | At least 100% of HMIS program entry and exit data will be entered within three days of entry into the program |
| Accurate entry of data into HMIS system included all entry/exit Universal Data Elements | No more than 5% of null values |
| Maintain a nightly unit occupancy rate of 90% | Exit 100% of individuals served from housing navigation to known destinations |
| Exits to permanent housing | Exit 75% of individuals served to permanent housing destinations |
| Exits to transitional or interim housing | Exit no more than 25% of individuals-served to transitional, or interim housing destinations |
| Clinical Care Plan | Complete a Clinical Care Plan for 100% of individuals-served who have a minimum stay of 14 days |
| Unit Turnover | Complete unit turnover within 24 hours of prior occupant vacating the unit |
| Data quality | Exit 100% of individuals served to known destinations |
| At least twice per year, offer individuals-served (to the extent feasible) the opportunity to complete a satisfaction survey | At least 80% of individuals served who are offered the survey will complete it |

F. NETWORKING / BIDDERS CONFERENCE(S)

1. Networking/Bidders Conference(s) will be held to:
 - a. Provide an opportunity for Bidders to request clarification on this RFP and ask specific questions about the project, goods, and services.
 - b. Provide the County with an opportunity to receive feedback related to this RFP.
 - c. Provide an opportunity for Small Local Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships to participate in the contract(s) that may result from this RFP.
2. The Bidders Conference(s) Attendees List will be released in a separate document.
3. Written questions submitted via email by the stated deadline will be addressed in a posted RFP Questions and Answers (Q&A) following the Bidders Conference(s). Should there be a need to amend or revise the RFP, an Addendum will be issued. Any verbal statements, including at any Bidders Conference(s) are not binding. Only the written documents will be binding.
4. Questions regarding these specifications, terms, and conditions are to be submitted in writing via email by 5:00 p.m. on the date specified in the Calendar of Events to:

Mona Palacios, RFP Lead
Alameda County Health Care Services Agency
Office of Homeless Care and Coordination
Email: mona.palacios@acgov.org
5. Attendance at the Bidders Conference(s) is highly recommended but not mandatory to further facilitate subcontracting relationships. Vendors who attend the Bidders Conference(s) will be added to the Vendor Bid List.

II. COUNTY PROCEDURES, TERMS, AND CONDITIONS

G. EVALUATION CRITERIA / SELECTION COMMITTEE

1. **Evaluation by County Selection Committee.** All proposals that have passed the initial Evaluation Criteria will be evaluated by a County Selection Committee (CSC). The CSC may be composed of County staff and other parties that may have expertise or experience related to the goods or services that are being procured. The CSC will score the proposals according to the Evaluation Criteria set forth in this RFP. Other than the initial pass/fail Evaluation Criteria, the

evaluation of the proposals will be within the sole judgment and discretion of the CSC.

2. **Unrealistic Bids.** Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments or unrealistically high or low in cost may be deemed reflective of an inherent lack of technical knowledge or indicative of a failure to comprehend the complexity and risk of the County's requirements as set forth in this RFP.
3. **Price Discrepancy.** In the case of a discrepancy between the unit price and an extension, the unit price will be used for evaluation purposes.
4. **Evaluation Criteria Descriptions.** The items listed in the Evaluation Criteria should be considered as minimum requirements. All information contained in a proposal and presented in vendor interviews (if there are interviews) will be considered during the evaluation process and included in scoring within the appropriate Evaluation Criteria.
5. **Evaluation Scores.** Proposals will be evaluated and scored on the zero to five-point scale within each Evaluation Criteria below. Scores for all Evaluation Criteria (see the section below) will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a higher-weighted total will be deemed of higher quality than a proposal with a lesser-weighted total.
6. **Shortlist Process:** The evaluation process may include a two-stage approach including a preliminary evaluation of the written proposal and preliminary scoring to develop a shortlist of Bidders that will continue to the final stage of optional vendor interview, site visit, and reference checks. The preliminary scoring will be based on the total points, excluding any points allocated to references, site visits, and optional vendor interview. The Bidder receiving the highest preliminary score and with at least 200 points may advance to the next evaluation phase. All other Bidders will be deemed eliminated from the process. All Bidders will be notified of the shortlist participants; however, the preliminary scores at that time will not be communicated to Bidders.
7. **Reference Checks.** The County reserves the right to conduct reference check(s) on all Bidders who submitted a bid proposal. The CSC will then score the reference check(s), as identified in the Evaluation Criteria below, which will then be included in the final score.
8. **Optional Vendor Interviews.** The County may in its sole discretion, conduct vendor interviews. Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidders' proposal. Whether or not a shortlist process is used,

the score of any evaluation criterion below may be revised or informed based on the vendor interview.

9. **Final Score.** The final maximum score for any procurement is 550 points, including the possible 50 points for local and small, local and emerging, or local preference points (maximum 10% of the final score; derived from 5% for *local* preference and 5% for either *Small and Local* or *Emerging and Local* preference). Proposals will be ranked by their final scores.
 - a. *Without Vendor Interview.* In procurements where there are no vendor interviews, the score received by the evaluation of the written proposal with the reference score added will be the final score.
 - b. *With Vendor Interview.* In procurements where there are vendor interviews, the CSC will consider the interview and may adjust the scores received by the evaluation of the written proposal which, with the reference scores added, will be the final score.
10. **Contact During Evaluation Process.** All contact during the evaluation phase must be through the HCSA only. Bidders must neither contact nor lobby CSC during the evaluation process. Attempts by Bidders to contact and/or influence members of the CSC may result in disqualification of Bidders.
11. **Determining Award.** As a result of this RFP, the County intends to award a contract to the highest-ranked responsible Bidder(s) as determined by the combined weight of the Evaluation Criteria, whose response conforms to the RFP and whose bid presents the greatest value to the County considering all Evaluation Criteria. The combined weight of the Evaluation Criteria is greater in importance than the cost in determining the best value to the County. The County may award a contract of higher qualitative competence over the lowest priced response.
12. The zero to five-point scale range is defined as follows:

| | | |
|---|----------------|--|
| 0 | Not Acceptable | Non-responsive, fails to meet RFP specification. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score may result in the disqualification of the proposal. |
| 1 | Poor | Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP. |
| 2 | Fair | Has a reasonable probability of success; however, some objectives may not be met. |
| 3 | Average | Acceptable and likely to achieves all objectives in a |

| | | |
|---|-------------------------|---|
| | | reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on the interpretation of the proposal by CSC members. |
| 4 | Above Average / Good | Better than that which is average or expected as the norm. Excellent probability of success in achieving all objectives of the RFP requirements and expectations. |
| 5 | Excellent / Exceptional | Exceeds expectations, is very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success in achieving all objectives and meeting RFP specifications. |

13. **Evaluation Criteria.** Each of the Evaluation Criteria below will be used in ranking and determining the quality of Bidders' proposals. These specifications should be considered as minimum requirements. The Evaluation Criteria and their respective weights are as follows:

| | Evaluation Criteria | Weight |
|----|--|-----------|
| A. | <p>Completeness of Response:</p> <p>Responses to this RFP must be complete. Responses must address all the requirements identified within this RFP and all related documents, including any Addenda. Failure to meet the Bidder Minimum Qualifications may also be considered an incomplete response and may result in the disqualification of the Bidder.</p> | Pass/Fail |
| | <p>Debarment and Suspension:</p> <p>Bidders, its principal, and named subcontractors are not identified on the list of Federally debarred, suspended, or other excluded parties located at www.sam.gov/SAM.</p> | Pass/Fail |
| | References (See Exhibit A – Bid Response Packet) | Pass/Fail |
| B. | <p>Cost:</p> <p>The points for Cost will be computed by dividing the amount of the lowest responsive and responsible bid received by each Bidder's total proposed cost.</p> <p>Cost evaluation points may be adjusted by considering:</p> <ol style="list-style-type: none"> 1. Reasonableness (i.e., how well does the proposed pricing accurately reflect the Bidder's effort to meet requirements and objectives?). 2. Realism (i.e., is the proposed cost appropriate to the nature | 15 Points |

| | Evaluation Criteria | Weight |
|----|---|---------------|
| | <p>of the products and/or services to be provided?).</p> <p>Consideration of price in terms of overall affordability may be controlling in circumstances where two or more proposals are otherwise adjudged to be equal, or when a superior proposal is at a price that the County cannot afford.</p> | |
| C. | <p>Description of Proposed Services:</p> <p>Proposals will be evaluated considering the RFP specifications and the questions below:</p> <ol style="list-style-type: none"> 1. Does the description of proposed services depict a logical approach to fulfilling the requirements of the RFP? 2. Has the bidder demonstrated ability to coordinate with identified partners (including any subcontractors, and other service providers)? 3. Has the bidder proposed an appropriate staffing model, including on-site nursing? 4. Does the description of proposed services match and contribute to achieving the objectives set out in the RFP including how medical and housing services will be integrated, how exit planning will be done and how program participants will be connected to a primary care provider? 5. Does the description of proposed services interface with the County's schedule? 6. Has the bidder demonstrated understanding of the target population and proposed culturally appropriate services, including accommodations for language and/or cultural differences? | 20 Points |
| D. | <p>Implementation Plan and Schedule:</p> <p>Evaluation will include the likelihood that Bidder's implementation plan and schedule will meet the County's schedule, including a start date of October 1, 2023 for services, and is reasonable. Identification and planning for mitigation of risks that Bidder believes may adversely affect any portion of the County's schedule may be considered.</p> | 10 Points |
| E. | <p>Relevant Experience:</p> <p>Proposals will be evaluated, including considering the RFP</p> | 15 Points |

| | Evaluation Criteria | Weight |
|----|--|---------------|
| | <p>specifications and the questions below:</p> <ol style="list-style-type: none"> 1. How much experience does the Bidder have with similar projects? 2. Do the individuals assigned to the project have experience on similar projects? 3. How extensive is the applicable education and experience of the personnel designated to work on the project? | |
| F. | References (See Exhibit A – Bid Response Packet) | 5 Points |
| G. | <p>Understanding of the Project:</p> <p>Proposals will be evaluated considering the RFP specifications and the questions below:</p> <ol style="list-style-type: none"> 1. Has/How well has the Bidder demonstrated a thorough understanding of the purpose and scope of the project? 2. How well has the Bidder identified pertinent issues and potential problems related to the project? 3. Has/How well has the Bidder demonstrated that it understands the deliverables the County expects it to provide? 4. Has/How well has the Bidder demonstrated that it understands the County’s schedule and can meet it? | 15 Points |
| H. | <p>Deliverables and Reports:</p> <p>How thorough, thoughtful and relevant is Bidder’s plan to collect data to monitor the progress of the proposed services?</p> | 10 Points |
| I. | <p>Budget Justification, Fiscal Practice, and Budget Form:</p> <p>Proposals will be evaluated against the RFP specifications and the questions below:</p> <ol style="list-style-type: none"> 1. How well does the Bidder’s cost capture all activities and staff needed to meet the services requested? 2. How well does the Bidder allocate staff and resources? 3. How well does the Budget Justification detail how Bidder arrived at particular calculations? 4. Is the proposed cost appropriate to the nature of the services to be provided? 5. How clear, realistic, and reasonable are costs in relation to | 10 Points |

| | Evaluation Criteria | Weight |
|---|---|--|
| | <p>the services provided and the number of clients to be served?</p> <p>6. How well does the Bidder outline, and how diverse are, the revenue sources for its organization and the proposed program?</p> <p>7. How well does the Bidder describe its fiscal oversight and management practices?</p> <p>8. How well do staff salaries reflect local costs of living?</p> | |
| J. | <p>Vendor Interview</p> <p>Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. Whether or not a shortlist process is used, the scores of any evaluation criterion above may be revised or informed based on the vendor interview.</p> | Vendor Interview may be used to revise/inform scores of criteria above |
| SMALL LOCAL EMERGING BUSINESS PREFERENCE | | |
| | <p>Local Preference: Points equaling 5% of Bidder’s total score for the above Evaluation Criteria will be added. This will be the Bidder’s <u>final score</u> for purposes of award evaluation.</p> | 5% |
| | <p>Small and Local or Emerging and Local Preference: Points equaling 5% of Bidder’s total score for the above Evaluation Criteria will be added. This will be the Bidder’s <u>final score</u> for purposes of award evaluation.</p> | 5% |

H. CONTRACT EVALUATION AND ASSESSMENT

1. During the initial 120-day period of any contract awarded, the County may review the proposal, the contract, any goods or services provided, and/or meet with the Contractor to identify any issues or potential problems.
2. The County reserves the right to determine, at its sole discretion, whether:
 - a. The Contractor has complied with all terms of this RFP and the contract; and
 - b. Any problems or potential problems with the proposed goods and/or services were evidenced, which makes it unlikely (even with possible

modifications) that such goods and/or services have met or will meet the County requirements.

3. If, as a result of such determination, the County concludes that it is not satisfied with the Contractor's performance under any awarded contract and/or Contractor's goods and services as contracted for therein, the Contractor may be notified that the contract is being terminated. The Contractor must be responsible for returning County facilities to their original state at no charge to the County. The County will have the right to invite the next qualified Bidder(s) to enter into a contract. The County also reserves the right to rebid this project if it is determined to be in its best interest to do so. The County's right to go to the next qualified Bidder(s) and/or rebid is not limited by the award of a contract or the 120-day period.

I. NOTICE OF INTENT TO AWARD

1. At the conclusion of the RFP response evaluation period, all Bidders will be notified in writing by email or US Postal Service mail of the contract award recommendation, if any, by HCSA. The document providing this notification is the Notice of Intent to Award/Non-Award.

The Notice of Intent to Award/Non-Award will provide the following information:

- a. The name of the Bidder being recommended for contract award; and
 - b. The names of all other parties that submitted proposals.
2. The submitted proposals will be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be considered by the Board of Supervisors.

J. BID PROTEST / APPEALS PROCESS

HCSA prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Bidders wish to protest the bid process or appeal the recommendation to award a contract for this project once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the County.

1. Any bid protest by any Bidder regarding any other Bid must be submitted in writing to James Nguyen, HCSA Administrative Officer, 1000 San Leandro Blvd., Suite 300, San Leandro, CA 94577, Email: James.Nguyen@acgov.org **before 5:00 p.m. of the FIFTH (5th) business day following the date of issuance of the**

Notice of Intent to Award, not the date received by the Bidder. A Bid protest received after 5:00 p.m. is considered received as of the next business day.

- a. The bid protest must contain a complete statement of the reasons and facts for the protest.
 - b. The protest must refer to the specific portions of all documents that form the basis for the protest.
 - c. The protest must include the name, address, email address, fax number and telephone number of the person representing the protesting party.
 - d. The County Agency/Department will notify all Bidders of the protest as soon as possible.
2. Upon receipt of the written protest, HCSA Director, or designee will review and evaluate the protest and issue a written decision. The HCSA Director may, at their 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 appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing or HCSA award date.

The decision will be communicated by e-mail, fax, or US Postal Service mail, and will inform the Bidder whether or not the recommendation to the Board of Supervisors or HCSA in the Notice of Intent to Award is going to change. A copy of the decision will 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 protest could have resulted in the Bidder not being the apparent successful Bidder on the Bid.

3. The decision of the HCSA Director on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 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 bid is the subject of the protest, all Bidders affected by the HCSA Director's decision on the protest, and the protestor have the right to appeal if not satisfied with the HCSA Director's 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 HCSA Director, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day. An appeal received after the FIFTH (5th) business day following the date of issuance of the decision

by the HCSA Director shall not be considered under any circumstances by the HCSA Director or the Auditor-Controller OCCR.

- a. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
 - b. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). 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 bid or, where appropriate, County contracting policies or other laws and regulations.
 - c. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the HCSA 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 HCSA Director or department designee, and will determine whether to uphold or overturn the protest decision.
 - d. The Auditor's Office may overturn the results of a bid process for ethical violations by HCSA 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.
 - e. 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 will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidders affected by the decision.
4. The County will complete the Bid protest/appeal procedures set forth in this paragraph before a recommendation to award the Contract is considered by the Board of Supervisors or GSA.
 5. The procedures and time limits set forth in this paragraph 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.

K. TERM / TERMINATION / RENEWAL

1. The initial contract term, which may be awarded pursuant to this RFP, is expected to be 9 months.
2. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for up to an additional fifty-one months (51) at agreed prices with all other terms and conditions remaining the same.
3. The County has and reserves the right to suspend, terminate or abandon the execution of any work, services and/or providing of goods by the Contractor without cause at any time upon giving the Contractor prior written notice. In the event that the County should abandon, terminate or suspend the Contractor's work, services and/or providing of goods, the Contractor will be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination, or abandonment. The County may terminate the contract at any time for cause without written notice upon a material breach of contract or substandard or unsatisfactory performance by the Contractor. In the event of termination with cause, the County reserves the right to seek any and all damages from the Contractor. In the event of such termination, with or without cause, the County reserves the right to invite the next highest-ranked Bidder to enter into a contract or rebid the project if it is determined to be in its best interest to do so.
4. The County may, at its sole option, terminate any contract that may be awarded as a result of this RFP at the end of any County Fiscal Year, for reason of non-appropriation of funds. In such event, the County will give Contractor at least 30 days written notice that such function will not be funded for the next fiscal period. In such event, the County will return any associated equipment to the Contractor in good working order, reasonable wear and tear excepted.

L. PRICING

1. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP.
2. Unless otherwise stated, Bidder agrees that, in the event of a price decline, the benefit of such lower price shall be extended to the County.
3. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and County only after completion of the initial term.
4. All prices quoted shall be in United States dollars and "whole cent," no cent fractions shall be used. There are no exceptions.

5. Price quotes shall include any and all payment incentives available to the County.
6. Bidders are advised that in the evaluation of cost, if applicable, it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.
7. 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.

M. AWARD

1. Most Responsive and Responsible Bidder(s)
 - a. The award will be made to the highest-ranked Bidder(s) who meet the requirements of these specifications, terms, and conditions.
 - b. Awards may also be made to the subsequent highest ranked Bidder(s) who will be called in order should the County need to contract with another Bidder(s).
 - c. An award will be recommended for the Bidder(s) that submitted the proposal(s) that best serves the overall interests of the County by attaining the highest overall point score. The award may not necessarily be made to the Bidder(s) with the lowest price.
2. Small Local Emerging Business (SLEB) Program
 - a. Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County's purchase of goods and services.
 - b. As a result of the County's commitment to advancing the economic opportunities of these businesses, **Bidders must meet the County's Small and Emerging Locally Owned Business requirements in order to be considered for the contract award.** These requirements can be found online at:
 - (1) [Alameda County SLEB Program Overview](http://acgov.org/auditor/sleb/overview.htm) [<http://acgov.org/auditor/sleb/overview.htm>]; and
 - (2) [Alameda County SLEB Program Additional Information](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/) [<https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/>]

- c. For purposes of this procurement, applicable industries include, but are not limited to, the following North American Industry Classification System (NAICS) Code(s): 621610, 624229, 813212, 923120, 925110.
 - d. A small business is defined by the United States Small Business Administration (SBA) as having no more than the number of employees or average annual gross receipts over the last three years required per SBA standards based on the small business's appropriate NAICS code.
 - e. An emerging business is defined by the County as having either annual gross receipts of less than one-half that of a small business OR having less than one-half the number of employees AND that has been in business less than five years.
 - f. If a Bidder is certified by the County as either a small and local or an emerging and local business (SLEB), the County will provide up to 5% bid preference for procurements over \$25,000.
 - g. If a Bidder is located within Alameda County, the County may provide a 5% local bid preference.
3. County Rights
- a. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP, including Exhibits and any Addendums, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
 - b. Any bid proposals that contain false or misleading information may be disqualified by the County.
 - c. The County reserves the right to award to a single or multiple Contractors.
 - d. The County reserves the right to conduct additional procurements for the same or similar goods and/or services or to award to additional contract(s), including to other Bidder(s), during the term of the contract if it determines that additional Contractors are needed to supplement goods and/or services being provided.
 - e. The County has the right to decline to award this contract or any part thereof for any reason.

4. Procedures

- a. Board approval to award a contract is required.
- b. A contract must be fully executed by the recommended awardee and the County prior to any services and goods being provided or work being performed.
- c. The County uses its Standard Services Agreement terms and conditions for purchases and services. Any terms that are not acceptable to a Bidder must be identified on the Exceptions and Clarifications form in Exhibit A - Bid Response Packet. Bidder may access a copy of the Standard Services Agreement template at:

[Alameda County Standard Services Agreement Template](https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP)

[\[https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP\]](https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP)

The template contains minimal standard language and specific contract terms, including the scope of services that may be drafted and negotiated based on this RFP and the bid proposal(s).

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

N. METHOD OF ORDERING

1. A written Purchase Order (PO) will be issued after an executed contract and Board approval. If there is any conflict in terms of any PO and the executed contract, the contract will control, even if a PO is issued later. Payment cannot be made to any Contractor until a PO is issued.
2. POs and payments for goods and/or services will be issued only in the name of the Contractor, as identified on the contract.

O. INVOICING

1. Contractor shall invoice the requesting department, unless otherwise directed by County, upon satisfactory receipt of goods and/or performance of services.
2. County will use reasonable efforts to make payment within 30 days following receipt and review of invoice and upon complete satisfactory receipt of goods and/or performance of services.
3. County will notify the Contractor of any adjustments or corrections that must be made to receive payment on an invoice.

4. Invoices submitted by the Contractor must contain the County PO number, invoice number, remit to address, itemized goods and/or services description, and price as quoted and must be accompanied by an acceptable proof of delivery and any other information requested by the County.
5. Contractor must utilize a standardized invoice format upon request.
6. Invoices must be issued by, and payments made to, the Contractor who is awarded a contract.
7. The County will pay the Contractor, after receipt and approval of an invoice, monthly or as agreed upon, not to exceed the total contract amount.
8. In the event the Contractor's performance and/or deliverable goods have been deemed unsatisfactory by a review committee, the County reserves the right to withhold future payments until the performance and/or deliverable goods are deemed satisfactory.

P. ACCOUNT MANAGER / SUPPORT STAFF

1. Contractor shall provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Bidder's response to this RFP and any contract which may arise pursuant to this RFP.
2. Contractor shall also provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products and/or services offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
3. Contractor account manager shall be familiar with County requirements and standards and work with HCSA to ensure that established standards are adhered to.
4. Contractor account manager shall keep the County assigned staff informed of requests from departments as required.

III. INSTRUCTIONS TO BIDDERS

Q. COUNTY CONTACTS

1. HCSA is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through HCSA only.

2. The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of Bidder.
3. All questions regarding the specifications, terms and conditions are to be submitted in writing, preferably via e-mail by June 7, 2023, 5 p.m. (PST) to:

Mona Palacios
Alameda County, Health Care Services Agency
1000 San Leandro Blvd, Suite 300, San Leandro, CA 94577
E-Mail: mona.palacios@acgov.org
Phone: (510) 520-8200
4. The GSA Contracting Opportunities website will be the official notification posting place of all bid documents related to this RFP. Each Bidder is responsible for checking the website for any Addendums and other notices related to this RFP. Go to [Alameda County Current Contracting Opportunities \[https://gsa.acgov.org/do-business-with-us/contracting-opportunities/\]](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/) to view the posting for this RFP and other current contracting opportunities.

R. SUBMITTAL OF PROPOSALS

1. All bids must be SEALED and must be received at the Health Care Services Agency of Alameda County BY 2:00 p.m. on the due date specified in the Calendar of Events.

NOTE: LATE AND/OR UNSEALED BIDS CANNOT BE ACCEPTED. IF HAND DELIVERING BIDS, PLEASE ALLOW TIME FOR METERED STREET PARKING OR PARKING IN AREA PUBLIC PARKING LOTS AND ENTRY INTO SECURE BUILDING.

Bids will be received only at the address shown below, and by the time indicated in the Calendar of Events. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.

All bids, whether delivered by an employee of Bidder, U.S. Postal Service, courier, or package delivery service, must be received and time stamped at the stated address prior to the time designated. The Procurement department's timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

2. Bids are to be addressed and delivered as follows:

Alameda County, Health Care Services Agency
RFP No. HCSA-901423
Attn: Mona Palacios
1000 San Leandro Blvd, Suite 300
San Leandro, CA 94577

Bidder's name, return address, and the RFP number and title must also appear on the mailing package.

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

3. Bidders are to submit one original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures, plus three copies of their proposal. Original proposal is to be clearly marked “ORIGINAL” with copies to be marked “COPY.” All submittals should be printed on plan white paper and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the proposal.

Bidders **must** also submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF with OCR preferred) and shall be an **exact** scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation. The file must be on disk or USB flash drive and enclosed with the sealed original hardcopy of the bid.

All signatures must be present in the electronic bid response (e.g., Bidders may want to sign any pages that require signature, scan them, and make them part of the electronic file).

4. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
5. No email (electronic) or facsimile bids will be considered.
6. All costs required for the preparation and submission of a bid shall be borne by Bidder.

7. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, "partnership" shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state's Corporations Code or an equivalent statute.
8. All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed its evaluation, a recommended award has been made by the County Selection Committee, and the contract has been fully negotiated with the recommended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five calendar days before the recommendation to award and enter into contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will be sent recommendation to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project. In addition, award information will be posted on the County's "Contracting Opportunities" website, mentioned above.
9. Each bid received will be entered into a log identifying each bidder. This record will be available to the public upon request.
10. 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.
11. 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.
12. 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.

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.

S. RESPONSE FORMAT

1. Bid responses are to be straightforward, clear, concise and specific to the information requested.
2. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. See Exhibit A – Bid Response Packet.
3. Bid responses, in whole or in part, are NOT to be marked 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. Please refer to the County's website at: [Alameda County Proprietary and Confidential Information Policies \[https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/\]](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/) for more information.



EXHIBIT A
BID RESPONSE PACKET
RFP No. HCSA-901423
FAIRMONT MEDICAL RESPITE SERVICES

To: The County of Alameda

From: _____ (Official Name of Bidder)

- **AS DESCRIBED IN THE SUBMITTAL OF BIDS SECTION OF THIS RFP, BIDDERS ARE TO SUBMIT ONE ORIGINAL HARDCOPY BID (EXHIBIT A – BID RESPONSE PACKET), INCLUDING ADDITIONAL REQUIRED DOCUMENTATION), WITH ORIGINAL INK SIGNATURES, PLUS THREE COPIES AND ONE ELECTRONIC COPY OF THE BID IN PDF (with OCR preferred)**
 - **ALL PAGES OF THE BID RESPONSE PACKET (EXHIBIT A) MUST BE SUBMITTED IN TOTAL WITH ALL REQUIRED DOCUMENTS ATTACHED THERETO; ALL INFORMATION REQUESTED MUST BE SUPPLIED; ANY PAGES OF EXHIBIT A (OR ITEMS THEREIN) NOT APPLICABLE TO THE BIDDER MUST STILL BE SUBMITTED AS PART OF A COMPLETE BID RESPONSE, WITH SUCH PAGES OR ITEMS CLEARLY MARKED “N/A”**
 - **BIDDERS SHALL NOT SUBMIT TO THE COUNTY A RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF EXHIBIT A – BID RESPONSE PACKET OR ANY OTHER COUNTY-PROVIDED DOCUMENT**
 - **ALL PRICES AND NOTATIONS MUST BE PRINTED IN INK OR TYPEWRITTEN; NO ERASURES ARE PERMITTED; ERRORS MAY BE CROSSED OUT AND CORRECTIONS PRINTED IN INK OR TYPEWRITTEN ADJACENT, AND MUST BE INITIALED IN INK BY PERSON SIGNING BID**
 - **BIDDER MUST QUOTE PRICE(S) AS SPECIFIED IN RFP.**
 - **BIDDERS THAT DO NOT COMPLY WITH THE REQUIREMENTS, AND/OR SUBMIT INCOMPLETE BID PACKAGES, SHALL BE SUBJECT TO DISQUALIFICATION AND THEIR BIDS REJECTED IN TOTAL**
 - **IF BIDDERS ARE MAKING ANY CLARIFICATIONS AND/OR AMENDMENTS, OR TAKING EXCEPTION TO POLICIES OR SPECIFICATIONS OF THIS RFP, THESE MUST BE SUBMITTED IN THE EXCEPTIONS, CLARIFICATIONS, AMENDMENTS SECTION OF THIS EXHIBIT A – BID RESPONSE PACKET IN ORDER FOR THE BID RESPONSE TO BE CONSIDERED COMPLETE**



Date of Submission

Name of Bidding Organization

Primary Contact Name

Primary Contact Title

Address 1

Address 2

City, State Zip Code

Phone Number

Email Address

BID RESPONSE PACKET

RFP No. HCSA-901423

Fairmont Medical Respite Services

BIDDER INFORMATION

| | | | | | |
|--------------------------|--|--------|--|-----------|--|
| Official Name of Bidder: | | | | | |
| Street Address Line 1: | | | | | |
| Street Address Line 2: | | | | | |
| City: | | State: | | Zip Code: | |
| Webpage: | | | | | |

Type of Entity / Organizational Structure (check one):

- Corporation
 Joint Venture
 Partnership
 Limited Liability Partnership
 Limited Liability Corporation
 Sole Proprietor
 Non-Profit / Church
 Other: _____

| | |
|--|--|
| Jurisdiction of Organizational Structure: | |
| Date of Organizational Structure: | |
| Federal Tax Identification Number: | |
| Alameda County Supplier Identification Number (if applicable): | |
| DIR Contractor Registration Number (if applicable): | |

Participation in Federal Contracting Programs (check all that apply; proof of certification required in bid response):

- Certified 8(a) Small Business²
 Certified Women-Owned Small Business³
 N/A
 Other: _____

² Federal contract program for small businesses that have not previously participated in the 8(a) program, are at least 51% owned and controlled by U.S. citizens who are socially and economically disadvantaged, have a personal net worth of \$750K or less, adjusted gross income of \$350k or less and \$6 million or less in assets, and demonstrate good character and potential to perform on contracts.

³ Federal contract program for small businesses that are at least 51% owned and controlled by women who are U.S. citizens and have women manage day-to-day operations and also make long-term decisions.

Primary Contact Information:

| | | | |
|-------------------|--|-------------------|--|
| Name / Title: | | | |
| Telephone Number: | | Alternate Number: | |
| Email Address: | | | |

BIDDER ACCEPTANCE

1. The undersigned declares and agrees that the Bid Documents, including, without limitation, the RFP, Q&A, Addenda, and Exhibits have been read and accepted.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. HCSA-901423–Fairmont Medical Respite Services.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements for this RFP, including, but not limited to, general County requirements, and that each Bidder who is awarded a contract must be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its bid proposal, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County’s website:
 - a. **[General Requirements](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/)**
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/>]
 - b. **[Debarment & Suspension Policy](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/)**
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/>]
 - c. **[Iran Contracting Act \(ICA\) of 2010](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/)**
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/>]
 - d. **[General Environmental Requirements](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/)**
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/>]
 - e. **[Alameda County SLEB Program Overview](http://acgov.org/auditor/sleb/overview.htm)**
[<http://acgov.org/auditor/sleb/overview.htm>]
 - f. **[Alameda County SLEB Program Additional Information](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/)**
[<https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/>]
 - g. **[First Source](http://acgov.org/auditor/sleb/sourceprogram.htm)**
[<http://acgov.org/auditor/sleb/sourceprogram.htm>]
 - h. **[Online Contract Compliance System](http://acgov.org/auditor/sleb/elation.htm)**
[<http://acgov.org/auditor/sleb/elation.htm>]
5. The undersigned acknowledges that Bidder is and will remain in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP, associated bid documents and any contract that is awarded.
6. The undersigned acknowledges that it is the responsibility of each Bidder to be familiar with all of the specifications, terms, and conditions of the RFP and, if applicable, the site condition. By

the submission of a bid proposal, the Bidder certifies that if awarded a contract, they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.

7. The undersigned acknowledges that Bidder has accurately completed the SLEB Information Sheet.
8. Bidder agrees to hold the County of Alameda, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expenses, for infringement or use of any patent, copyright, or other proprietary rights, secret process, patented, or unpatented invention, article or appliance furnished or used in connection with bid proposal and/or any resulted contract or purchase order.
9. The undersigned 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 months of business residency, identifying the name of the bidder and the local address. Example of proof includes but are not limited to utility bills, deeds of trusts or lease agreements, etc., which are acceptable verification documents to prove residency.
10. Patent indemnity: Vendors 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.
11. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bid Response Packet, 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
12. By signing below, the signatory warrants and represents that the signer has completed, acknowledged, and agreed to this Bidder Acceptance in their authorized capacity and that by their signature on this Bidder Acceptance, they and the entity upon behalf of which they acted,

acknowledge and agree to this Bidder Acceptance and that all are true and correct and are made under penalty of perjury pursuant to the laws of California.

SIGNATURE:  _____

Name/Title of Authorized Signer: _____

Dated this _____ day of _____ 20 _____


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

The Bidder, under penalty of perjury, certifies that, except as noted below, Bidder, its principal, and any named and unnamed subcontractor:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space. For any exception noted, indicate to whom it applies, initiating agency, and dates of action. Exceptions will not necessarily result in denial of the award but will be considered in determining Contractor responsibility.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Proposal. Signing this Proposal on the signature portion thereof shall also constitute the signature of this Certification.

| | |
|---|---------------------|
| BIDDER: _____ | |
| PRINCIPAL: _____ | TITLE: _____ |
| SIGNATURE:  _____ | DATE: _____ |

SMALL LOCAL EMERGING BUSINESS (SLEB) INFORMATION SHEET

Instructions: On the following page is the **SLEB Information Sheet**. Every Bidder must complete and submit a signed SLEB Information Sheet indicating their SLEB certification status. If the Bidder is not certified, the information sheet must be completed with the name, identification information, and goods/services to be provided by the CERTIFIED SLEB partner(s) with whom the Bidder will subcontract to meet the County SLEB participation requirement. The Exhibit must be signed by EACH of the named CERTIFIED SLEB(s) that will be subcontractors.

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

- For SLEB Subcontracting Questions: Please contact the General Services Agency - Office of Acquisition Policy, GSA.OAP@acgov.org.
- For questions/information regarding SLEB certification, including requirements, please contact the Auditor-Controller Agency, Office of Contract Compliance & Reporting – SLEB Certification Unit, OCCR@acgov.org, (510) 891-5500.

SLEB INFORMATION SHEET

In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, all Bidders must complete this form.

Bidders that are not certified SLEBS (for the definition of a SLEB, see [Alameda County SLEB Program Overview; \[http://acgov.org/auditor/sleb/overview.htm\]](http://acgov.org/auditor/sleb/overview.htm)) are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be eligible for contract award. SLEB subcontractors must be independently owned and operated from the prime Contractor with no employees of either entity working for the other. A copy of this form must be submitted for each SLEB that the Bidder will subcontract with as evidence of a firm contractual commitment to meeting the SLEB participation requirement.

Bidders are encouraged to form a partnership with a SLEB that can participate directly with this contract. One of the benefits of the partnership will be economical, but this partnership will also assist the SLEB to grow and build the capacity to eventually bid as a prime on their own.

Once a contract has been awarded, substitutions of the named subcontractor(s) are not allowed without prior written approval from the Auditor-Controller, Office of Contract Compliance & Reporting (OCCR).

County departments, prime, and subcontractors are required to use the web-based Elation Systems to monitor SLEB subcontractor compliance with [Elation Systems; \[http://www.elationsys.com/elationsys/\]](http://www.elationsys.com/elationsys/).

BIDDER IS A CERTIFIED SLEB (sign at bottom of page)

SLEB BIDDER Business Name: _____

SLEB Certification #: _____ SLEB Certification Expiration Date: _____

NAICS Codes Included in Certification: _____

OR

BIDDER IS NOT A CERTIFIED SLEB AND WILL SUBCONTRACT _____% WITH THE SLEB NAMED BELOW FOR THE FOLLOWING GOODS/SERVICES: _____

SLEB Subcontractor Business Name: _____

SLEB Certification #: _____ SLEB Certification Expiration Date: _____

SLEB Certification Status: Small / Emerging

NAICS Codes Included in Certification: _____

SLEB Subcontractor Principal Name: _____

SLEB Subcontractor Principal Signature:  _____

Upon award, Bidder (the Prime Contractor) and all SLEB subcontractors agree to register and use the secure web-based ELATION SYSTEMS. ELATION SYSTEMS will be used to submit SLEB subcontractor participation, including, but not limited to, subcontractor contract amounts, payments made, and confirmation of payments received.

Bidder Printed Name/Title: _____

Street Address: _____ City _____ State _____ Zip Code _____

Bidder Signature:  _____ Date: _____

BIDDER MINIMUM QUALIFICATIONS

- Bidder must be regularly and continuously engaged in the business of operating an interim housing and/or medical respite site for at least three (3) years, which must be clearly stated or demonstrated in the bid response.
- Bidders must have the capacity themselves or through a subcontract, to submit authorizations and claims for medical respite to the Alameda Alliance for Health (Alameda County Managed Care Health Plan) and/or other similarly operated health plans.
- Bidders must have experience using the Homeless Management Information System (HMIS) to document program services and status.
- Bidder must either have a medical respite contract with the Alameda Alliance for Health (Alameda County Managed Care Health Plan) or partner with an agency who has a medical respite contract with the Managed Care Health Plan.
- Bidder must also possess all permits, licenses, and professional credentials necessary to supply products and perform services specified under this RFP. Unless noted otherwise in the RFP, for example the item(s) stated above, including any Addendum, Bidder is not required to submit copies or verification of the permits, licenses and credentials; however, Bidder must provide such proof if requested by County.
- Bidders must have demonstrated experience with coordinated entry and success connecting clients to housing.

Instructions: Bidder must respond and/or provide support documentation that fulfills all the minimum qualifications as identified in the RFP documents.

The Bidder must provide proof of any other permits, licenses, and/or professional credentials necessary to perform services as specified in this RFP if requested by the County.

Maximum Length: None

BID/BUDGET FORM

Instructions: Cost can be submitted using the budget format below. Alterations and changes are permitted but must clearly show all line item costs. This quote should state all costs associated with service provision over a 9-month contract period. Final pricing will be subject to further negotiation and based on agreed scope of services.

| | |
|--|------------------------------|
| BIDDER NAME: | |
| Fairmont Medical Respite Services RFP No. HCSA 901423 | |
| | |
| Proposed Budget | 9-month Budget Amount |
| PERSONNEL | |
| Salaries (including maintenance and repair personnel) | |
| <i>(please list position titles and FTE)</i> | |
| Fringe Benefits <i>(please specify %)</i> | |
| SUBTOTAL PERSONNEL COSTS | |
| | |
| OPERATING COSTS | |
| <i>(please list all operational costs including maintenance and repair)</i> | |
| SUBTOTAL OPERATING COSTS | |
| | |
| SUBCONTRACTOR COSTS | |
| <i>(please identify subcontractor)</i> | |
| SUBTOTAL SUBCONTRACTOR COSTS | |
| | |
| TOTAL DIRECT COSTS (Personnel + Operating + Subcontractor) | |
| INDIRECT COST <i>(Should not exceed 15% of total direct costs)</i> | |
| | |
| TOTAL 9-MONTH BUDGET (Direct + Indirect) | |
| Estimated Medical Respite Reimbursement | |
| County funding requested (Total Budget - Estimated Reimbursement) | |

BUDGET DETAIL/NARRATIVE

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

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

At a minimum, the Bidder must detail:

1. The work to be performed and all associated costs.
 - a. If coordination with County personnel is needed, it should also be described in the Budget Detail.
 - b. The work to be performed must clearly match up with work performed in the Description of Proposed Services.
2. The positions and cost of individuals that will perform the services.
 - a. Names of Key Personnel must be included whenever appropriate.
 - b. The estimated number of hours for each individual/position, corresponding hourly rates, and extended costs.

Maximum Length: 3 pages

TABLE OF KEY PERSONNEL

Instructions: Bidder is to provide a **Table of Key Personnel**. The table is to include all essential personnel associated with providing services to the County, including collaborating partners.

To appropriately evaluate Bidder's qualifications, the table should include the following information for each key person:

1. The person's relationship with Bidder, including job title and years of employment with Bidder.
2. Work contact information includes, but is not limited to, the following: work address, office telephone number, mobile work number, and work email address.
3. The person's role in connection with the RFP and any awarded contract.
4. Educational background; and
5. Related experience on similar projects, certifications, and merits.

If a Bidder collaborates with any other partners or subcontractors, the Bidder shall identify all key personnel, subcontractors, subcontractor qualifications, and how they plan to work together. Bidder shall identify any existing agreements or MOUs between the Bidder(s) and proposed collaborator(s).

In addition to the table, Bidder(s) may submit a complete résumé or curriculum vitae for each key personnel listed in the table, including educational background, relevant experience on similar projects, certifications, and merits. (Resumes should include work contact information, not personal contact information for the person.)

Maximum Length: There is no limit to the table. There is, however, a 2-page limit per résumé or curriculum vitae. Résumé and curriculum vitae are subject to public disclosure and business addresses should be used not home addresses.

DESCRIPTION OF PROPOSED SERVICES

Instructions: Bidder is to provide a **Description of Proposed Services**.

The *Description of Proposed Services* must describe the overall services. The Bidder must address how they will meet or exceed each requirement listed in Section D (Specific Requirements) and Section E (Deliverables/Reports).

At a minimum, the Bidder must include the following details:

1. Describe how Bidder will meet the program's desired overall goals, anticipated outcomes, measurable objectives, and critical tasks, including how key personnel will be responsible for achieving them.
2. Detail existing data collection infrastructure and demonstrate the ability to interface with County's database(s) as described in the RFP and/or provide reporting data to the County for maximum efficiency.
3. Explain any unique resources, procedures, or approaches that make the services of Bidder responsive to meeting the minimum qualifications and requirements of the RFP.
4. Identify any limitations or restrictions that exist for the Bidder to provide the services. Explain what measures will be taken to adequately provide the services. (Please note any requests for exceptions or clarifications **MUST** be identified on the Exceptions and Clarification form. **The County is under no obligation to accept any exceptions or clarifications, and any such exceptions and clarifications may be a basis for bid disqualification.**)

Maximum Length: 8 pages

IMPLEMENTATION PLAN AND SCHEDULE

Instructions: Bidder is to provide an **Implementation Plan and Schedule**.

In conjunction with the *Description of Proposed Services* and the *Budget Detail*, the Bidder must include an *Implementation Plan and Schedule* that specifically addresses the following:

1. A timeline of project goals, measurable outcomes, and benchmark activities related to the provision of required services and the key personnel assigned to each.
2. The ideal Implementation Plan and Schedule will provide a clear picture of what the County can expect during the contract term and in preparing to start the contract. Bidders should consider the information and questions contained in the Evaluation Criteria and Specific Requirements in preparing the Implementation Plan and Schedule.

Maximum Length: 5 pages

REFERENCES

Instructions: On the following page is the template that Bidders are to use for providing references. Bidders are to provide a list of five (5) references. References must be satisfactory as deemed solely by County. Services or goods provided by Bidders to the references should have similar scope, volume, and requirements to those outlined in these specifications, terms, and conditions.

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

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

Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.

The County may contact some or all the references provided in order to determine items such as Bidders' years of experience and performance records on work similar to that described in this request. The County reserves the right to contact individuals/entities for references other than those provided in the Response and to use any information obtained in the evaluation process.

NOTE: Bidders should not list the County department requesting services/goods as part of the references.

REFERENCES

RFP No. HCSA 901423
Fairmont Medical Respite Services

Bidder Name: _____

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

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

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

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

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

*Use additional pages as necessary

EXCEPTIONS AND CLARIFICATIONS

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

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

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

*Use additional pages as necessary

INSURANCE REQUIREMENTS

Instructions: Insurance certificates are not required at the time of submission; however, by signing the Bid Response Packet and submitting a bid proposal, the Bidder agrees to meet the minimum insurance requirements and provide any documentation requested by County upon request.

Insurance documentation must be provided to the County before award and include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.

The following page contains the minimum insurance limits required by the County of Alameda to be held by the Contractor performing on a contract issued from this RFP:

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

EXHIBIT C

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 <u>Liability</u> ; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability | \$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, <u>borrowed</u> and permissive uses. Personal Automobile Liability when extended to cover your business is acceptable for individual contractors with no transportation or hauling related activities | \$1,000,000 per occurrence (CSL) Any Auto or Hired and Non-Owned Autos Bodily Injury and Property Damage |
| C | Workers' Compensation (WC) and Employers Liability (EL) As required by State of California | WC: Statutory Limits EL: No less than \$1,000,000 per accident for bodily injury or disease |
| D | Aviation Liability Insurance | \$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage |

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 on behalf of the Grantee. 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.
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's 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.