

Addendum #1

Alternative 9-1-1 Emergency Response Pilot RFP 23-06

A potential subcontracting opportunity:

From Tiffany Major who attended the Information session but could not make office hours and is interested in partnering, but doesn't have the capacity to serve as a primary bidder.

Eden I&R offers information and referrals to people throughout Alameda County through our 211 program. 211 is a free, accessible, three-digit telephone number that enables Alameda County residents and public advocates to easily access customized multilingual health, housing, and human services, including affordable housing, job training, childcare, legal assistance, health services, emergency shelter, education, food, transportation, and other basic needs assistance. This free, three-digit phone number connects clients with a live Community Resource Specialist who introduces them to resources and advocates who can help in over 300 languages. We also support human service employees seeking services or housing for their clients. In addition to our phone services, we also offer online resources (available 24/7) and free text-based support from 9 am – 4 pm by texting 898211.

We would be pleased to discuss a potential partnership with any primary bidders who could use our services to identify referrals to the A9ER clients. Please contact Tiffany Major, Director of Institutional Advancement at tmajor@edenir.org for more information.