



COUNTY OF ALAMEDA

ADDENDUM No. 1, Questions & Answers

to

RFP No. 2025-SSA-AAS-APSCM

for

**Adult Protective Services Case Management
Bidders Conferences Held on**

Thursday, March 6, 2025 and Friday, March 7, 2025

This RFP Addendum has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County's Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Addendum will also be posted on the GSA Contracting Opportunities website located at [Alameda County Current Contracting Opportunities](#).



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The following Sections have been modified or revised as shown below. Changes made to the original RFP document are in bold print and highlighted, and deletions made have a strike through.

Page 10, Part E, SPECIFIC REQUIREMENTS, section is revised as follows:

1. Contractor(s) must provide programmatic, fiscal, and reporting administration for case management of elder and dependent adults who live ~~within one (1) of three (3) regions within Alameda County: North County, South County and the Tri Valley area~~ **in Alameda County and** ~~who~~ have been referred to the agency by the Alameda County DAAP.
2. A pool of approximately ~~245~~ **300** older and dependent adults per year will be referred to the providers; it is assumed that a case manager will spend an average of 10 hours per case for approximately six months or less.

Pages 21, Part H, EVALUATION CRITERIA / SELECTION COMMITTEE, section is revised as follows:

11. Contact During Evaluation Process. All contact during the evaluation phase must be through the ~~ACSSA~~ **ACSSA** Contracts Office only. Bidders must neither contact nor lobby CSC during the evaluation process. Attempts by Bidders to contact and/or influence members of the CSC may result in disqualification of Bidders.

Pages 41, Part T, SUBMITTAL OF PROPOSALS, section is revised as follows:

- b. Bidders must also submit an electronic copy of their proposal. The electronic copy must be in a single PDF file (PDF with Optical Character Recognition preferred) and will 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~~ **a** USB flash drive and enclosed with the sealed original hardcopy of the bid.

Pages 1 of 2, EXHIBIT A, BID RESPONSE PACKET, section is revised as follows:

4. The following pages require confirmation, declaration, and /or a signature (□). These must be either: (1) be printed and have an original signature(s); or (2) be digitally signed via a DocuSign, CongaSign, or other verifiable independent electronic signature services. All signatures must be by an individual authorized to bind the Bidder. ~~These pages must then be uploaded through the Alameda County EZSourcing Supplier Portal as part of the Bidder's proposal.~~
5. Each page of the Bid Response Packet must be submitted ~~through the EZSourcing Supplier~~

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~~Portal as PDF attachment(s)~~ with all required information included and documents attached; any pages of the Bid Response Packet not applicable to the Bidders are to be submitted with such pages or items clearly marked “N/A” or the bid proposal may be disqualified as incomplete.

13. ~~Bidders must read all information and follow directions in the EZSourcing Supplier Portal event.~~

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Thank you for your participation and interest in the County of Alameda Request for Proposal (RFP) for **Adult Protective Services Case Management**.

All questions are taken from written questions provided by potential Bidders via email or questions provided in real time during the Bidders Conferences. The County of Alameda shall be noted as “County” in the answers to these questions. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid response.

Questions and Answers:

Question 1: Current APS contract ends in June and if this new contract starts in January, I'd like to understand how we can work through that six-month gap?

Answer 1: The current contracts will be amended through December 31st, there will be no gap for the current contract.

Question 2: Could you clarify the hourly rate? Should we adhere to a set number of hours per client, or simply report the actual hours we work with each client?

Answer 2: The hourly rate and the number of hours per client for case management services will be negotiated with bidders based on budget summaries provided in proposals. Hours spent on case management services should be tracked and reported with monthly invoicing for reimbursement.

Question 3: What is the maximum amount of funding we are allowed to request in the proposal?

Answer 3: Specific amounts should not be requested. Contract will be awarded to one or more contractors based on responses. Reimbursement for case management services will be at the negotiated hourly rate for actual hours performed, as well as operational costs.

Question 4: Could you clarify whether the number is 300 or 245? Additionally, are these cases assigned per organization, or does the total apply to the entire vendor pool?

Answer 4: Approximately 300 referrals will be submitted annually. If there is more than one organization awarded the contract, then the number of clients will be negotiated at that time.

Question 5: For the approximate 300 cases. Are you sending them out to the entire vendor pool? For those you contract with, how can we estimate the number of referrals we would be receiving? Is there a way to determine this?

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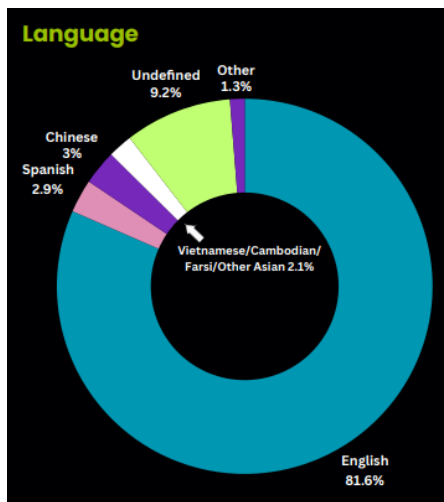
Answer 5: We will not have a vendor pool. One (1) or more vendors will be selected to provide services to clients throughout Alameda County.

Question 6: The RFP indicates approximately 10 hours per month, but the time required may extend due to language considerations. How can we account for this discrepancy when creating our budget?

Answer 6: A. Each client has their own individual needs and hours will vary from client to client. However, 10 hours per client is the average based on reporting data from the current contract.

Question 7: Can you share language breakdown from previous years of the APS cases?

Answer 7: FY 23-24 data



Question 8: Are we submitting one hard copy of the application in a three-ring binder, one electronic copy on a sealed flash drive, and a PDF of the bid response package through the Easy Sourcing Supplier Portal? Is that correct?

Answer 8: You will only submit, one hard copy in a three-ring binder and an electronic copy on a flash drive. Addendum No.1 removes the submission through EZSourcing Supplier Portal, as it's not applicable to this RFP.

Question 9: Can we apply for more than one region?

Answer 9: The intent is to award one (1) or more providers that can serve all the clients throughout Alameda County. However, if there is an agency that has the staffing capacity to serve just serve one region this could be considered during the award process. Sub-

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contracting with other organizations is allowed if this allows an agency to serve all clients in Alameda County.

Question 10: Are subcontractors also required to have three years of experience with APS case management services?

Answer 10: The contract language does not specifically address subcontractors; however, all subcontractors must fulfill the same eligibility and contractual requirements as the primary contractor(s) selected through this RFP. Additionally, all agencies serving this population must have experience working with older and disabled adults.

Question 11: Does the organization get to decide how many case managers and supervisors?

Answer 11: Refer to Section D, Bidders Qualifications on page 9 of the RFP.

Question 12: Does the bidder need to have 3 years of consecutive experience with APS case management services or is it just throughout the entire?

Answer 12: Experience does not have to be consecutive, however there should not be large gaps in experience.

Question 13: How should we include our subcontractors in the proposal within the application?

Answer 13: The bid response packet, labeled Exhibit A, page 13, titled "Administration, Organizational Capacity, and Staffing," there is a focus on outlining your agency's staffing structure and needs. It includes questions about the number of FTE staff, expected caseloads per staff member, and evidence demonstrating your capacity to adequately cover the service area and provide client coverage. These are addressed in questions one and two on page 13.

Question 14: Does the packet need to be submitted in person?

Answer 14: It can be mailed to Alameda County Social Services Agency / Contracts Office, RFP No. 2025-SSA-AAS-APSCM, Attn: Juana Salazar, 2000 San Pablo Ave, Suite 451B, Oakland, CA 94612 or delivered in person by April 8, 2025, at 2:00 PM.

Question 15: Since we're submitting in person, do you want a wet signature or is it printed DocuSign document OK ?

Answer 15: Either Original signatures or DocuSign is accepted.

Question 16: Is it a single fixed hourly rate? Does this mean that operational costs and service costs are combined to determine our hourly rate?

Answer 16: No. case management services will be paid at the hourly rate, operational costs should be included as actual costs.

Question 17: Are we still expected to serve a specific number of individuals, or is solely determine by the rate?

Answer 17: The number of referrals is estimated to be 300. The number of contractors needed to perform services will be based on responses.

Question 18: Is there a budget like Excel sheet that we need to fill in? Or because I see the narrative in the RP, but I don't see like an actual budget document.

Answer 18: Refer to Part E. Specific Requirements, page 16 of the RFP for more details:

10. Unit of Measurement

The contractor must submit a detailed cost breakdown. The billing unit must be based on an hourly rate, with all responses clearly specifying a maximum hourly rate that will not be exceeded.

The proposal must include a total not-to-exceed budget, itemized by major tasks, specifying the hourly rate and budgeted hours for each staff member, along with the total hours allocated for completing the proposed scope of work.

Additionally, provide an itemized budget outlining any other costs or fees beyond professional hourly rates, such as service purchases, travel expenses, or other applicable charges.

Question 19: If APS receives a report that doesn't fully meet the standard APS criteria to qualify as a case but identifies potential preventative work, could such services be referred to us if we were awarded the contract?

Answer 19: Clients must meet the definition of an APS client however they may be referred under path 1 as described in Scope, Section 2, County Responsibilities, b. on page 7 of the proposal.