COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 2025-SSA-WBA-CWJTPS

**for**

CALWORKS MEDICAL ASSISTANT CERTIFICATION

JOB TRAINING AND PLACEMENT SERVICES

|  |
| --- |
| **For complete information regarding this project, see** **Request for Proposal (RFP) posted at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/) **[**[**https://gsa.acgov.org/do-business-with-us/contracting-opportunities/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**] or contact the County representative listed below.**  **Thank you for your interest!**  **Contact Person: Angela Anderson**  **Phone Number: (510) 267-9457**  **Email Address:** [**angela.anderson2@acgov.org**](mailto:angela.anderson2@acgov.org)  **Alameda County Social Services Agency / Contracts Office** |

**RESPONSE DUE**

by

**2:00 p.m.**

on

**April 24, 2025**

By Mail: Alameda County Social Services Agency

Finance Division - Contracts Office

**Attention: Angela Anderson**

2000 San Pablo Avenue, 4th Floor, Suite 451B

Oakland, CA 94612

Or

Schedule an appointment to drop off your submission.

Description: Description: Description: branding.jpgAlameda County is committed to reducing environmental impacts across our entire supply chain. Please print only what you need, print double-sided, and use recycled-content paper if printing this document.

# CALENDAR OF EVENTS

REQUEST FOR PROPOSAL No. 2025-SSA-WBA-CWJTPS

CALWORKS MEDICAL ASSISTANT CERTIFICATION JOB TRAINING AND PLACEMENT SERVICES

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Request Issued** | **March 14, 2025** |
| **Bidders Conference #1** | **March 20, 2025 @ 10:00 a.m. - 12:00 p.m. (PST)**  Microsoft Teams Meeting  **Join on your computer, mobile app, or room device**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YWI5ZWViNjItOWIzNy00ZWJkLWFhM2UtOThlOTcyYWZhNGQ5%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22c56f8287-cb6e-454a-9b5a-132770a73e6b%22%7d)  Meeting ID: 234 937 941 058 Passcode: YX2qk6Ah  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [(888) 715-8170, 624322728#](tel:8887158170,,624322728)   United States (Toll-free)  Phone Conference ID: 624 322 728# |
| **Bidders Conference #2** | **March 24, 2025 @ 2:00 p.m. – 4:00 p.m. (PST)**  Microsoft Teams Meeting  **Join on your computer, mobile app, or room device**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGY4NTMzMzQtMjM5MS00NDU0LTllZjMtYmUwZDgzZWJhMDAw%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22c56f8287-cb6e-454a-9b5a-132770a73e6b%22%7d)  Meeting ID: 242 887 584 861 Passcode: 3Ew6jZ6V  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  **Or call in (audio only)**  [(888) 715-8170, 399955111#](tel:8887158170,,399955111)   United States (Toll-free)  Phone Conference ID: 399 955 111# |
| **Written Questions Due via Email:**  [angela.anderson2@acgov.org](mailto:angela.anderson2@acgov.org) | **March 25, 2025 by 5:00 p.m.** |
| **List of Attendees Issued** | **March 26, 2025** |
| **Questions & Answers Issued** | **April 11, 2025** |
| **Addendum Issued** [only if necessary to amend RFP] | **April 11, 2025** |
| **Response Due**  2000 San Pablo Avenue, 4th Floor, Suite 451B, Oakland, CA 94612 | **April 24, 2025 by 2:00 p.m.** |
| **Evaluation Period** | **April 24, 2025 – May 16, 2025** |
| **Vendor Interviews** [if opted by County] | **Week of May 27, 2025** |
| **Notice of Intent to Award Issued** | **June 9, 2025** |
| **Board Consideration Award Date** | **September 2025** |
| **Contract Start Date** | **October 1, 2025** |

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

**COUNTY OF ALAMEDA**

REQUEST FOR PROPOSAL No. 2024-SSA-WBA-CWJTPS

SPECIFICATIONS, TERMS & CONDITIONS

for

CALWORKS MEDICAL ASSISTANT CERTIFICATION JOB TRAINING AND PLACEMENT SERVICES

**TABLE OF CONTENTS**

Page

[CALENDAR OF EVENTS 1](#_Toc158879075)

[I. ACRONYM AND TERM GLOSSARY 3](#_Toc158879076)

[II. STATEMENT OF WORK 4](#_Toc158879077)

[A. INTENT 4](#_Toc158879078)

[B. SCOPE 4](#_Toc158879079)

[C. BACKGROUND 4](#_Toc158879080)

[D. BIDDER MINIMUM QUALIFICATIONS 5](#_Toc158879081)

[E. SPECIFIC REQUIREMENTS 6](#_Toc158879082)

[F. NETWORKING / BIDDERS CONFERENCES 9](#_Toc158879083)

[III. COUNTY PROCEDURES, TERMS, AND CONDITIONS 18](#_Toc158879084)

[A. EVALUATION CRITERIA / SELECTION COMMITTEE 18](#_Toc158879085)

[B. CONTRACT EVALUATION AND ASSESSMENT 28](#_Toc158879086)

[C. NOTICE OF RECOMMENDATION TO AWARD 29](#_Toc158879087)

[D. BID PROTEST / APPEALS PROCESS 29](#_Toc158879088)

[E. TERM / TERMINATION / RENEWAL 32](#_Toc158879089)

[F. QUANTITIES 32](#_Toc158879090)

[G. PRICING 32](#_Toc158879091)

[H. AWARD 34](#_Toc158879092)

[I. METHOD OF ORDERING 35](#_Toc158879093)

[J. INVOICING 36](#_Toc158879094)

[K. LIQUIDATED DAMAGES 37](#_Toc158879095)

[L. ACCOUNT MANAGER / SUPPORT STAFF 38](#_Toc158879096)

[IV. INSTRUCTIONS TO BIDDERS 38](#_Toc158879097)

[A. COUNTY CONTACTS 38](#_Toc158879098)

[B. SUBMITTAL OF PROPOSALS 39](#_Toc158879099)

**ATTACHMENTS**

EXHIBIT A – **BID RESPONSE PACKET (separate file)**

EXHIBIT B – [**ADDITIONAL CONTRACT PROVISIONS – FEDERAL PROVISION**](#FedProvisions)

# ACRONYM AND TERM GLOSSARY

Unless otherwise noted, the terms below may be upper or lower case. Acronyms will always be uppercase.

|  |  |
| --- | --- |
| ACSSA | Alameda County Social Services Agency |
| Bid | A bidder’s response to this Request |
| Bidder | The specific person or entity responding to this RFP |
| Board | The County of Alameda Board of Supervisors |
| CFR | Code of Federal Regulations |
| Contractor | When capitalized, refers to selected bidder that is awarded a contract. |
| County | When capitalized, refers to the County of Alameda. |
| CSC | County Selection Committee. |
| Federal | United States Federal Government, its departments and/or agencies. |
| FY | Fiscal Year |
| Labor Code | California Labor Code. |
| PO | Purchase Order |
| Proposal | A bidder’s response to this RFP. |
| Request for Proposal | This document, which is the County of Alameda’s request for contractors’/bidders’ proposal to provide the goods and/or services being solicited herein; also referred herein as RFP. |
| Response | Bidder’s proposal submitted in reply to RFP. |
| RFP | Request for Proposal |
| State | Refers to State of California, its departments and/or agencies. |
| WBA | Workforce and Benefits Administration |

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms, and conditions to describe California Work Opportunity and Responsibility to Kids (CalWORKs) Medical Assistant (MA) Certification Job Training and Placement Services (JPTS) being requested by the Alameda County Social Services Agency (ACSSA). Bidders who are qualified and experienced to provide National Medical Assistant with Phlebotomy certification training, soft skills and job readiness training, paid internship to permanent employment, and continued mentoring services to the Department of Workforce and Benefits Administration (WBA) CalWORKs Welfare-to-Work (WTW) participants are invited to bid.

The County intends to award a three-year contract (with the option to renew for two years) to a Bidder selected as the most responsible Bidder whose response conforms to the Request for Proposal (RFP) and meets the County’s requirements.

All contract awards are contingent upon receipt, by the County, of adequate Federal and State funding and are subject to revisions required by the CalWORKs WTW program. All contracts will be performance-based and earned amounts will be payable on a line-item basis.

## SCOPE

The ACSSA seeks proposals from community-based organizations, as well as public or private, for-profit or non-profit agencies, to provide CalWORKs Medical Assistant Certification Job Training and Placement Services beginning October 1, 2025, for the WBA CalWORKs WTW participants. The program aims to increase the number of CalWORKs WTW participants receiving comprehensive job training, employment placement, and related career support services that increase their ability to sustain economic stability for themselves and their families.

Additionally, the program aims to provide bilingual / multilingual participants with training and curriculum in English and in their additional language(s), if it is identified as a County threshold language, and place participants in community clinics and health organizations with language needs.

## BACKGROUND

The ACSSA, in partnership with various organizations, serves the public by encouraging the financial and social health for individuals and families within its cities. (You may visit this link [About Us [alamedacountysocialservices.org]](https://www.alamedacountysocialservices.org/about-us/index) for ACSSA’s mission statement).

The WBA supports this vision by executing services that promote self-sufficiency through job training and placement to vulnerable communities facing economic challenges. (You may visit this link [About Us [workforce-and-benefits-administration]](https://www.alamedacountysocialservices.org/about-us/Workforce-and-Benefits-Administration/index) for the WBA mission statement). The WBA also understands the need for non-English medical services in the County and is acutely aware of the diverse language skills possessed by CalWORKs WTW program participants. The WBA intends to utilize existing skill sets, in conjunction with program training and curriculum, to train participants in their primary and additional languages.

This RFP is for an agreement between ACSSA and a bidder qualified to provide CalWORKs Medical Assistant Certification Job Training and Placement Services, ensuring benefits and services are delivered to eligible CalWORKs WTW participants.

## BIDDER MINIMUM QUALIFICATIONS

* + 1. Bidder **and** all key personnel assigned to the project must be regularly and continuously engaged in the business of providing effective MA and Phlebotomy training and certification for at least two (2) years, or Bidder must be able to subcontract with an organization that has continuously engaged in MA and Phlebotomy training and certification for at least two (2) years which must be clearly stated or demonstrated in the bid response.
    2. Bidder will receive preference if able to provide training and certification in English and non-English County threshold languages, such as Spanish, Farsi, Cantonese, Vietnamese, Cambodian, and Tagalog.
    3. Bidder must, or Bidder must be able to subcontract with an organization that can:
       1. Offer in-person MA and Phlebotomy training and certification within Alameda County,
       2. Conduct jobs skills and job readiness training,
       3. Be a nationally accredited institution,
       4. Offer a MA and Phlebotomy program approved for national certification through National Center for Competency Testing (NCCT) and approved by the California Department of Public Health’s Laboratory Field Services Division,
       5. Place CalWORKs WTW participants into paid internships and jobs in the medical field through established workforce connections and partnerships.
    4. Bidder must possess all permits, licenses, and professional credentials necessary to supply products and perform services specified under this RFP. Unless noted otherwise in the RFP, for example the item(s) stated above, including any Addendum, 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.

## SPECIFIC REQUIREMENTS

* + 1. **Program Goals**
       1. The ACSSA aims to address the fragmentation among the workforce, education, and employment programs by providing comprehensive wraparound services, training, and work experience that meet the employment needs of CalWORKs WTW participants and healthcare industry employers through the CalWORKs MA Certification JTPS Program.
    2. **Target Population**
       1. Bidder will provide services to the following populations: CalWORKs recipients who are subject to the WTW program’s hourly participation requirements.

CalWORKs hourly participation requirements are determined by an average per week during the month, rather than by a weekly hour minimum. The hourly requirement is dependent on the family’s assistance unit composition outlined below:

* + - * 1. Single parent with a child under the age of 6 years — 20 hours per week.
        2. Single-parent with no child under the age of 6 years — 30 hours per week.
        3. Two-parent families — 35 hours per week.
    1. **Program Requirements**
       1. The ACSSA Department of WBA staff will determine eligibility for all participants referred to Bidder. Bidder will be expected to work and collaborate with WBA staff to enroll participants referred to the program. The CalWORKs MA Certification JTPS Program will include the following activities and support.
    2. **Program Components**
       1. Orientation and interview selection of eligible participants.
       2. Healthcare-focused training, essential-skills training, and job readiness training for all participants.
       3. Clinical Medical Assistant Training and Certification.
       4. Up to 200 hours paid internship at a healthcare facility.
       5. Job placement and employer coordination into organizations that serve clients in the participant’s primary language, and with bilingual / multilingual participants, in one of the participant’s additional languages.
       6. Case management for the duration of the training and internship.
       7. Reporting and evaluation.
       8. Ongoing instruction that can help participants obtain basic literacy and computer skills.
    3. **Program Flow and Structure**
       1. Assess eligible individuals referred by ACSSA to identify a cohort of 22-28 participants. The cohort may include some participants who began or completed a MA certification program but did not receive a certification.
       2. Conduct orientations, interviews, background checks and other assessments to determine participant readiness and eligibility.
       3. Provide essential skills and job readiness training to all enrolled participants.
       4. Coordinate the MA training and certification process with the training provider.
       5. Provide ongoing case management and support for all participants during the training and internship phase to remove and/or reduce barriers to success.
       6. Place participants in paid internship assignments that provide opportunities for work acculturation and basic occupational skills acquisition relevant to the participant’s occupational WTW2 Plan’s goals.
       7. Evaluate the program model, progress, and work performance of participants in concert with the employer partners.
       8. Coordinate with training providers and employer partners to provide the specific, contextualized content that will ensure program participants’ success.
       9. Identify internship placements at health clinics for participants who complete the MA Certificate and job readiness training.
       10. Establish written agreements with employer partners to host interns.
       11. Place participants who successfully complete the Clinical MA Training, Certificate and Job Placement Program into unsubsidized employment.
    4. **ACSSA Obligations**
       1. Assign a single point of contact for all programmatic matters related to this project.
       2. Provide technical assistance regarding timeline and reporting needed.
       3. Conduct outreach and recruitment of individuals whose CalWORKs cases are in good standing, and with a minimum of 12 months left on their CW WTW Time on Aid clocks. Provide all WTW/Workforce Innovation and Opportunity Act (WIOA) eligibility screening, enrollment, and case management.
       4. Assist with screening of applicants most likely to be successful with the curriculum.
       5. Make ACSSA/One-Stop case managers available to work in coordination with the contractor’s point of contact.
       6. Organize periodic update meetings as needed to ensure timely communication and progress reports throughout the contract period.
       7. Payroll and employer of record services will be provided for WTW participants.
       8. Collect, submit, and maintain all reports as required under this agreement.
       9. Review program operations reports and evaluate contractor’s use of contract funds and ability to meet outcome goals and objectives.
       10. Provide technical assistance and resources, as needed.
    5. **Bidder Obligations**
       1. Assign a single point of contact who will work with WBA staff, subcontractors, and employment partners to deliver this program.
       2. Work with WBA staff to plan, organize and deliver outreach and recruitment orientations for individuals on the caseloads of East Bay Works and affiliates in the County of Alameda.
       3. Conduct training on financial management and affordable housing access and inform and link clients to services, including child care providers, legal aid, and other wrap-around services.
       4. Provide MA training and certification.
       5. Work with WBA staff to interview and screen program participants for admittance into the program. Conduct orientation sessions for accepted participants to inform them of the program components and services available to them through this program, WIOA and other programs.
       6. Deliver educational and behavioral interventions for participants who are challenged with meeting the expectations of the training program, which includes punctuality, teamwork, and productivity.
       7. Provide all background checks, drug screening, and immunizations or immunization records for all interns as required by employment partners. Alternatively, some clinics may choose to use their own screening process, at their own cost.
       8. Identify employment partners to secure internship spots for participants. Each participant who successfully completes the classroom training will be offered a paid internship, consisting of a maximum of 200 hours, earning $20.00 per hour.
       9. Provide case management to participants throughout the program to address barriers to completion, coach participants to address any personal or supervisor concerns that arise, connect or refer to additional supportive resources, and continue to help participants develop computer, job search, interviewing and job readiness skills.
       10. Manage and report to key stakeholders the tracking of participants from recruitment, screening, interviewing, acceptance, training, internship, job placement, job retention, re-employment, and the overall completion of the program.
       11. Participate in an evaluation process midway and at the completion of the program including feedback from the point person, instructor(s), internship site supervisors, Contractor, subcontractors, WBA staff and other key partners.
       12. Monitor progress and ensure that feedback from participants and other partners is utilized to improve the participant and employer experience throughout the program.
       13. Provide ongoing job search assistance and retention support, with priority activities given to placement at an employer partner site.
       14. Provide training on the use of the EASTBAY Works online system, Cal JOBS. This includes registering and using the system to find employment opportunities, exploring the local labor market to learn about the different types of career and occupational options available to job seekers and becoming knowledgeable about the local educational and training programs within the County of Alameda.
       15. Provide follow-up and re-engagement services for participants who become unemployed within six months of the program end date.
       16. Schedule and provide funding for participants to take the National Certified Medical Assistant exam administered by the NCCT.
       17. Track participants at entry into employment and for six (6) months after they begin employment or enter per diem float pool departments, or if hired in temporary or permanent positions by another healthcare employer.
       18. Focus on job placement within the industry clusters and occupations within the County of Alameda that would provide participants who successfully complete the program with the following employment opportunities:
           1. Permanent, full-time employment of no less than thirty-five (35) hours per week within sectors that have the potential to provide livable wages and benefits.
           2. Employment that offers career advancement opportunities.
           3. Employment that provides training to foster career advancement for entry-level employees with limited work skills and employment histories.
           4. Employment that offers the participant to utilize their English and additional language skills to serve clients.
       19. Contractor will provide information to employers about financial incentives and services that may be available to them such as the Work Opportunity Tax Credit (WOTC) and subsidized or partially subsidized wage programs.
       20. Act as Employer-of-Record, which includes:
           1. Participants will not be the employees of the assigned worksite host, but rather, Contractor, or a company vetted by them, will act as the Employer-of-Record for CalWORKs WTW participants enrolled in the program.
           2. Contractor, or their agent, will carry out all the common payroll functions as the Employer-of-Record for the MA program.
           3. Contractor, or their agent, will be responsible for ensuring that participants receive scheduled payroll bi-weekly pay checks. Hourly wages will be based on the California minimum wage standards, and in some instances, on other city minimum wage ordinances.
           4. Contractor, or their agent, will be responsible for ensuring the timely submission of all required employment-related documentation that includes, but is not limited to, the following:

New Hire Documentation – Process, complete, and maintain all new hire IRS W-4, W-5, and other new hire-related documentation, prior to participants starting their work assignment at the host/worksite.

Timesheets – Coordinate the collection of the timesheet information that is to be submitted in time for payroll processing prior to the payroll due date, per the payroll schedule for each pay period.

Payroll Schedule – Issue biweekly payroll and ensures the distribution of the payroll checks to participants on time each pay period.

Direct Deposit – Provide an option for Electronic Funds Transfer services that will automatically transfer payroll funds to an individual participant’s checking or savings account.

Payroll Deductions – Ensure that FICA, Federal and State payroll deductions are properly deducted in accordance with Federal, State, and local laws.

Emergency Manual Checks – Issue manual checks on an as-needed basis. Manual checks should be an exception.

W-2s –Provide W-2s of the preceding calendar year by January 20th each year.

Earned Income Tax Credit (EITC) – Provide participants information about the EITC federal tax credit regulations and the qualification requirements.

Wage Garnishments – Administer wage garnishments as required.

Detailed Expenditure Reports – Submit Detailed Expenditure Reports monthly to the ACSSA Finance Department.

* + - 1. Provide Clinical MA Training, essential-skill, training, and job readiness skill development training to all participants.
      2. Participate in monitoring and evaluating the job readiness component, and work with Contractor to implement necessary interventions in order to support participants’ readiness for internships and to meet the goals of this program.
      3. Refer participants to Alameda County’s Volunteer Income Tax Assistance program.

## DELIVERABLES / REPORTS

ACSSA has adopted the Results-Based Accountability (RBA) framework to strengthen and increase data collection and improve contract performance. The RBA framework establishes performance measures that will allow ACSSA to track the positive impact and benefits of services for the target population by focusing on three critical questions: How much work was done? How well was it done?, and Is anyone better off?.

Contractor will provide the following services/deliverables:

| **RBA Performance Measures** | | **Frequency** | **How to Calculate** | **Contractor’s Internal Data Collection Method/Data Source** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| **How Much Was Done?** | **Performance Measure 1.** | Monthly | **Performance Measure 1.** | CalWORKs Medical Assistant Certification Job Training and Placement Services Log |
|  |  |  |  |
| 70% of enrolled CalWORKs participants who enroll in the Clinical Medical Assistant Training Certificate and Job Placement Program will complete training. |  | # of participants that completed the program |  |
| ― |
| # of participants enrolled in program |
|  |  |  |  |
| **Performance Measure 2.** |  | **Performance Measure 2.** |  |
|  |  |  |  |
| 85% of participants will enter a paid internship at a community health clinic or healthcare facility. |  | # of participants that entered a paid internship at a community health clinic or healthcare facility |  |
| ― |
| # of participants enrolled in program |
|  |  |  |  |
| **Performance Measure 3.** |  | **Performance Measure 3.** |  |
|  |  |  |  |
| 75% of participants will attain employment prior to or after completion of their training program. |  | # of participants that obtained employment prior to or after completion of the program |  |
| ― |
| # of participants enrolled in the program |
|  |  |  |  |  |
|  |  |  |  |  |
| **How Well Was It Done?** | **Performance Measure 4.** | Monthly (after Graduation) | **Performance Measure 4.** | CalWORKs Medical Assistant Certification Job Training and Placement Services Log |
|  |  |  |  |
| For each survey period, at least 90% of participants report that they are “Satisfied” or “Very Satisfied” with the services they received. |  | # of participants that reported they are 'Satisfied' or 'Very Satisfied' with the services they received |  |
| ― |
| # of participants enrolled in program |
|  |  |  |  |
| **Performance Measure 5.** |  | **Performance Measure 5.** |  |
|  |  |  |  |
| 65% of participants newly employed will be full-time, permanent jobs. |  | # of participants newly employed in full-time, permanent jobs |  |
| ― |
| # of participants newly employed |
|  |  |  |  |
| **Performance Measure 6.** |  | **Performance Measure 6.** |  |
|  |  |  |  |
| The average starting wage of CalWORKs participants who have retained full or part-time employment will be $16.50 per hour. |  | Sum of hourly pay for participants who have retained full or part-time employment |  |
| ― |
| # of participants that have retained full or part-time employment |
|  |  |  |  |  |
|  |  |  |  |  |
| **How Well Was It Done?** | **Performance Measure 7.** | Bi-Annually | **Performance Measure 7.** | CalWORKs Medical Assistant Certification Job Training and Placement Services Log |
|  |  |  |  |
| At least 80% of CalWORKs participants who obtained employment will retain employment for at least 180 days after initial confirmation of unsubsidized employment. |  | # of participants who obtained and retained employment for least 180 days after initial confirmation of unsubsidized employment |  |
| ― |
| # of participants who obtained employment |
|  |  |  |  |
| **Performance Measure 8.** |  | **Performance Measure 8.** |  |
|  |  |  |  |
| At least 65% of participants those newly employed will be employed in permanent jobs with medical benefits. |  | # of participants newly employed in permanent jobs with medical benefits |  |
| ― |
| # of participants newly employed |
|  |  |  |  |  |

Above are general performance measures subject to modification once the Bidder is selected and the specific program design and interventions have been identified. ACSSA may request individual client data on the services provided for evaluation and/or quality assurance purposes.

## BIDDERS CONFERENCE(S)

* + 1. The Bidders Conference(s) held on the date(s) specified in the Calendar of Events will have online conference capabilities for remote participation. Bidders can opt to participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) by clicking on the meeting links provided in the Calendar of Events.
    2. To participate via phone for audio access only, a call-in option is available.
    3. Information regarding the RFP will be presented during the conference(s). To get the best experience, the County recommends that Bidders who participate remotely use equipment with audio output such as speakers, headsets, or a telephone.
    4. Bidders Conferences will be held to:

1. Provide an opportunity for Bidders to request clarification on this RFP and ask specific questions about the project, goods, and services.
2. Provide the County with an opportunity to receive feedback related to this RFP.
   * 1. The Bidders Conference(s) Attendees List will be released in a separate document.
     2. Written questions submitted via email by the stated deadline will be addressed in a posted RFP Questions and Answers document 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.
     3. Questions regarding these specifications, terms, and conditions are to be submitted in writing via email by 5:00 p.m. on the date specified in the Calendar of Events to:

Angela Anderson, Program Financial Specialist

RFP No. 2025-SSA-WBA-CWJTPS

Alameda County Social Services Agency / Contracts Office

E-Mail: [angela.anderson2@acgov.org](mailto:angela.anderson2@acgov.org)

* + 1. Attendance at the Bidders Conference(s) is highly recommended but not mandatory. Vendors who attend the Bidders Conference(s) will be added to the Vendor Bid List.

# COUNTY PROCEDURES, TERMS, AND CONDITIONS

## EVALUATION CRITERIA / SELECTION COMMITTEE

* + 1. **Initial Evaluation (Completeness of Response and Debarment and Suspension).** All proposals will first be reviewed to determine if they pass the initial Evaluation Criteria (Section A), which are determined on a pass/fail basis.
    2. **Evaluation by County Selection Committee.** All proposals that have passed the initial Evaluation Criteria will be evaluated by a County Selection Committee (CSC).  The CSC may be composed of County staff and other parties that may have expertise or experience related to the services that are being procured. The CSC will score the proposals according to the Evaluation Criteria set forth in this RFP.  Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals will be within the sole judgment and discretion of the CSC.
    3. **Unrealistic Bids.** Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments or unrealistically high or low in cost may be deemed reflective of an inherent lack of technical knowledge or indicative of a failure to comprehend the complexity and risk of the County’s requirements as set forth in this RFP.
    4. **Price Discrepancy.** In the case of a discrepancy between the unit price and an extension, the unit price will be used for evaluation purposes.
    5. **Evaluation Criteria Descriptions.** The items listed in the Evaluation Criteria should be considered as minimum requirements. All information contained in a proposal and presented in vendor interviews (if there are interviews) will be considered during the evaluation process and included in scoring within the appropriate Evaluation Criteria.
    6. **Evaluation Scores.**  Proposals will be evaluated and scored on the zero to five-point scale within each Evaluation Criteria below. Scores for all Evaluation Criteria (see the section below) will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a higher-weighted total will be deemed of higher quality than a proposal with a lesser-weighted total.
    7. **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 and reference checks. The preliminary scoring will be based on the total points, excluding any points allocated to references and optional vendor interview. The Bidders receiving the highest preliminary scores 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.
    8. **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.
    9. **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.
    10. **Final Score**. The final maximum score for any procurement is 500 points. Proposals will be ranked by their final scores.
  1. *Without Vendor Interview*. In procurements where there are no vendor interviews, the score received by the evaluation of the written proposal with the references score added will be the final score.
  2. *With Vendor Interview*. In procurements where there are vendor interviews, the CSC will consider the interview and may adjust the scores received by the evaluation of the written proposal which, with the reference scores added, will be the final score.
     1. **Contact During Evaluation Process.** All contact during the evaluation phase must be through the 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.
     2. **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.
     3. The zero to five-point scale range is defined as follows:

|  |  |  |
| --- | --- | --- |
| 0 | Not Acceptable | Non-responsive, fails to meet RFP specifications. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score will 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 achieve all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on the interpretation of the proposal by CSC members. |
| 4 | Above Average / Good | Better than that which is average or expected as the norm. Excellent probability of success in achieving all objectives of the RFP requirements and expectations. |
| 5 | Excellent / Exceptional | Exceeds expectations, is very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success in achieving all objectives and meeting RFP specifications. |

* + 1. The Evaluation Criteria and their respective weights are as follows:

|  | **Evaluation Criteria** | **Weight Points** |
| --- | --- | --- |
| **A.** | **Completeness of Response:** |  |
|  |  |  |
|  | Responses to this RFP must be complete. Responses must address all the requirements identified within this RFP and all related documents, including any Addenda. Failure to meet the Bidder Minimum Qualifications may also be considered an incomplete response and may result in the disqualification of the Bidder. | □ Pass □ Fail |
| **B.** | [**Debarment and Suspension:**](http://www.sam.gov/SAM) |  |
|  | [Bidders, its principal, and named subcontractors are not identified on the list of Federally debarred, suspended, or other excluded parties located atwww.sam.gov/SAM.](http://www.sam.gov/SAM) | □ Pass □ Fail |
| **C.** | **Relevant Experience:** |  |
|  | Proposals will be evaluated considering the RFP specifications and the questions below: |  |
|  | 1. Has Bidder regularly and continuously been engaged in the business of providing Medical Assistant certification training and phlebotomy instruction for low-income, underserved, or CalWORKs populations for at least two (2) years? | □ Pass □ Fail |
|  | 1. Describe your organization’s process in hiring instructors and staff certified and experienced in Medical Assistant and Phlebotomy training. | 4 Points |
|  | 1. Describe your experience providing State Medical Assistant certification with Phlebotomy services. Include the following: |  |
|  | a. Number of years providing service | 2 Points |
|  | b. Target populations served | 2 Points |
|  | c. Key partners served | 2 Points |
|  | d. Number of clients served with low-income or  underserved | 2 Points |
|  | e. Description of setting(s) where clients are served | 2 Points |
|  | f. Number of clients successfully placed in relevant  medical assistant and phlebotomy positions after  training | 2 Points |
|  |  |  |
|  |  | = 16 Total Points |
| **D.** | **Program Design:** |  |
|  |  |  |
|  | An evaluation will be made of the probability of success and risks associated with the proposal response: |  |
|  |  |  |
|  | 1. Describe how your organization offers a comprehensive curriculum for Medical Assistant Certification that aligns with healthcare industry standards and certification requirements. Describe your approach for incorporating Phlebotomy training. Does your organization offer curriculum and training in one of Alameda County's non-English threshold languages (i.e. Spanish, Farsi, Cantonese)? | 6 Points |
|  |  |  |
|  | 1. Describe how your organization includes partnerships with local healthcare providers, clinics, or hospitals for integration of hands-on training, clinical internships, externships, or job placement support for CalWORKs participants? | 6 Points |
|  |  |  |
|  | 1. How will the program address the specific needs of CalWORKs participants, including child care, transportation, and other potential barriers to training and employment? | 6 Points |
|  |  |  |
|  | 1. Describe your organization’s approach to assessing participants' progress throughout the program, including skills assessments, tracking of milestones, and providing necessary interventions? 2. Identify potential risks to program success (e.g., low participant enrollment, employer engagement, certification delays) and describe your organization’s proposed mitigation strategies. 3. What strategies will your organization employ to ensure successful job placement for participants upon completion of the program, which includes post-placement support such as career counseling, follow-up services, or job retention assistance? | 6 Points  6 Points  6 Points |
|  |  | = 36 Total Points |
| **E.** | **Implementation Plan and Schedule:** |  |
|  |  |  |
|  | Proposals will be evaluated considering the need for an implementation plan and schedule described in the specific requirements and the questions below: |  |
|  |  |  |
|  | 1. Provide a clear, detailed timeline for program delivery, including milestones and expected outcomes. | 4 Points |
|  | 1. Describe how the facilities and equipment mentioned in the proposal are adequate for providing hands-on training, particularly for phlebotomy. | 4 Points |
|  |  |  |
|  | 1. Describe your organization’s contingency plans for dealing with potential challenges that may arise during program implementation. | 4 Points |
|  |  |  |
|  |  | = 12 Total Points |
| **F.** | **References (See Exhibit A – Bid Response Packet)** | 5 Points |
|  |  |  |
|  |  | = 5 Total Points |
| **G.** | **Cost Efficiency, Fiscal Practice, and Budget Justification:**  Proposals will be evaluated considering the RFP specifications and the questions below: |  |
|  |  |  |
|  | 1. How does your organization plan to allocate funds effectively to maximize program impact and ensure participant success? How will your organization demonstrate the ability to leverage additional funding or resources (e.g., partnerships, donations, or grants) to maximize program impact? 2. Describe how your budget clearly outlines the costs associated with delivering the training, including instructional costs, materials, certifications, and participant support services. Is it reasonable and in line with the scope? | 6 Points  5 Points |
|  |  |  |
|  | 1. Describe the fiscal controls used to manage and track program expenses effectively, ensuring efficient use of funds. | 5 Points |
|  |  | = 16 Total Points |
| **H.** | **Oral Presentation and Interview:** |  |
|  | Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. 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. | Vendor Interview may be used to revise / inform scores of the criteria above. |
|  |  |  |
|  |  | = 15 Total Points |
|  |  |  |

### EXAMPLE - CSC RATING FORM

**SECTION 1: Minimum Bidder Requirements**

1. The RFP Proposal is complete. [ ] yes/pass [ ] no/fail
2. Debarment & Suspension Certification: [ ] yes/pass [ ] no/fail

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](https://sam.gov/content/home).

3. Minimum two (2) years of experience required. [ ] yes/pass [ ] no/fail

**SECTION 2: Rating Elements**

|  | **Evaluation Criteria** | **Weight**  **Points**  **(100)** | **X** | **Point Scale (0-5)** | **=** | **Total Points (500)** |
| --- | --- | --- | --- | --- | --- | --- |
| **C.** | **Relevant Experience:** |  |  |  |  |  |
|  | Proposals will be evaluated considering the RFP specifications and the questions below:   1. Describe your organization’s process in hiring instructors and staff certified and experienced in Medical Assistant and Phlebotomy training. | 4 Points |  | Max 5 pt. | = | 20 |
|  | 1. Describe your experience providing State Medical Assistant certification with Phlebotomy services.   Include the following: |  |  |  |  |  |
|  | a. Number of years providing service | 2 Points | X | Max 5 pt. | = | 10 |
|  | b. Target populations served | 2 Points | X | Max 5 pt. | = | 10 |
|  | c. Key partners served | 2 Points | X | Max 5 pt. | = | 10 |
|  | d. Number of clients served with low-income or  underserved | 2 Points | X | Max 5 pt. | = | 10 |
|  | e. Description of setting(s) where clients are  served | 2 Points | X | Max 5 pt. | = | 10 |
|  | f. Number of clients successfully placed in  relevant medical assistant and phlebotomy  positions after training | 2 Points | X | Max 5 pt. | = | 10 |
|  |  |  |  |  |  |  |
| **D.** | **Program Design:** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | An evaluation will be made of the probability of success and risks associated with the proposal response: |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | 1. Describe how your organization offers a comprehensive curriculum for Medical Assistant Certification that aligns with healthcare industry standards and certification requirements. Describe your approach for incorporating Phlebotomy training. Does your organization offer curriculum and training in one of Alameda County's non-English threshold languages (i.e. Spanish, Farsi, Cantonese)? | 6 Points | X | Max 5 pt. | = | 30 |
|  |  |  |  |  |  |  |
|  | 1. Describe how your organization includes partnerships with local healthcare providers, clinics, or hospitals for integration of hands-on training, clinical internships, externships, or job placement support for CalWORKs participants? | 6 Points | X | Max 5 pt. | = | 30 |
|  |  |  |  |  |  |  |
|  | 1. How will the program address the specific needs of CalWORKs participants, including child care, transportation, and other potential barriers to training and employment? 2. Describe your organization’s approach to assessing participants' progress throughout the program, including skills assessments, tracking of milestones, and providing necessary interventions? | 6 Points  6 Points | X  X | Max 5 pt.  Max 5 pt. | =  = | 30  30 |
|  | 1. Identify potential risks to program success (e.g., low participant enrollment, employer engagement, certification delays) and describe your organization’s proposed mitigation strategies. 2. What strategies will your organization employ to ensure successful job placement for participants upon completion of the program, which includes post-placement support such as career counseling, follow-up services, or job retention assistance? | 6 Points    6 Points | X  X | Max 5 pt.  Max 5 pt. | =  = | 30  30 |
|  |  |  |  |  |  |  |
| **E.** | **Implementation Plan and Schedule:** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | Proposals will be evaluated considering the need for an implementation plan and schedule described in the specific requirements and the questions below: |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | 1. Provide a clear, detailed timeline for program delivery, including milestones and expected outcomes. | 4 Points | X | Max 5 pt. | = | 20 |
|  |  |  |  |  |  |  |
|  | 1. Describe how the facilities and equipment mentioned in the proposal are adequate for providing hands-on training, particularly for phlebotomy. | 4 Points | X | Max 5 pt. | = | 20 |
|  |  |  |  |  |  |  |
|  | 1. Describe your organization’s contingency plans for dealing with potential challenges that may arise during program implementation. | 4 Points | X | Max 5 pt. | = | 20 |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **F.** | **References (See Exhibit A – Bid Response Packet)** | 5 Points | X | Max 5 pt. | = | 25 |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **G.** | **Cost Efficiency, Fiscal Practice, and Budget Justification:** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | Proposals will be evaluated considering the RFP specifications and the questions below: |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | 1. How does your organization plan to allocate funds effectively to maximize program impact and ensure participant success? How will your organization demonstrate the ability to leverage additional funding or resources (e.g., partnerships, donations, or grants) to maximize program impact? | 6 Points | X | Max 5 pt. | = | 30 |
|  |  |  |  |  |  |  |
|  | 1. Describe how your budget clearly outlines the costs associated with delivering the training, including instructional costs, materials, certifications, and participant support services. Is it reasonable and in line with the scope? | 5 Points | X | Max 5 pt. | = | 25 |
|  |  |  |  |  |  |  |
|  | 1. Describe the fiscal controls used to manage and track program expenses effectively, ensuring efficient use of funds? | 5 Points | X | Max 5 pt. | = | 25 |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **H.** | **Oral Presentation and Interview:** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | 1. 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. | Vendor Interview may be used to revise / inform scores of the criteria above. | X | Max 5 pt. | = | 75 |
|  |  |  |  |  |  |  |
|  |  | 15 Points |  |  |  |  |
|  | **GRAND TOTAL** | **100** | X | Max 5 pt. | = | **500** |
|  |  |  |  |  |  |  |

## CONTRACT EVALUATION AND ASSESSMENT

* + 1. During the initial 120-day period of any contract awarded, the County may review the proposal, the contract, services provided, and/or meet with the Bidder to identify any issues or potential problems.
    2. The County reserves the right to determine, at its sole discretion, whether:
       1. The Contractor has complied with all terms of this RFP and the contract; and
       2. Any problems or potential problems with the proposed services were evidenced, which makes it unlikely (even with possible modifications) that such 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 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 re-bid this project if it is determined to be in its best interest to do so. The County’s right to go to the next qualified Bidder(s) and/or rebid is not limited by the award of a contract or the 120-day period.

## NOTICE OF INTENT TO AWARD

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

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

* + - 1. The name(s) of the Bidder(s) being recommended for contract award; and
      2. The names of all other parties that submitted proposals.
    1. The submitted proposals will be made available upon request no later than five (5) calendar days before approval of the award and contract is scheduled to be considered by the Board of Supervisors.

## BID PROTEST / APPEALS PROCESS

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

* + 1. Any bid protest must be submitted in writing by 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the Notice of Intent to Award/ Non-Award, not the date received by the Bidder. The bid protest must be submitted to the office that has been designated for review of protests for this procurement (the Protest Evaluator). For this procurement, the Protest Evaluator is the ACSSA Financial Services Director.

The mailing address for submitting a bid protest is:

Alameda County Social Services Agency / Contracts Office

ATTN: Angela Anderson, Program Financial Specialist

2000 San Pablo Ave, 4th Floor, Suite 451B

Oakland, CA 94612

A bid protest received after 5:00 p.m. is considered received as of the next calendar day. A protest received after 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the Notice of Intent to Award/Non-Award will not be considered under any circumstances by the Protest Evaluator or their designee.

Generally, the County will promptly send an email acknowledging receipt of the protest; it is the responsibility of the protestor to confirm that the protest was timely received.

* + - 1. The bid protest must contain a complete statement of the reasons and facts for the protest.
      2. The protest must refer to the specific portions of all documents that form the basis for the protest.
      3. The protest must include the name, address, email address, and telephone number of the person submitting the protest on behalf of the protesting party.
      4. The Program Financial Specialist or Department Representative will send a notification to Bidders if a protest is received.
    1. The ACSSA Financial Services Director, or their designee, will review and evaluate the protest and issue a written decision. The ACSSA Financial Services Director may, at their discretion, do any of the following: investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest must be final prior to the Board hearing.   
         
       A notification of the decision will be communicated by email and/or US Postal Service mail to the protestor. Notification will be provided to Bidders when a decision has been made on the protest and whether or not the recommendation to the Board of Supervisors or the ACSSA Financial Services Director in the Notice of Intent to Award/ Non-Award will stand.
    2. The decision on the bid protest by the ACSSA Financial Services Director may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Email: [OCCR@acgov.org](mailto:OCCR@acgov.org), unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose bid is the subject of the protest, all Bidders affected by the Protest Evaluator's decision on the protest, and the protestor have the right to appeal if they feel the Protest Evaluator's decision is incorrect. All appeals to the Auditor-Controller's OCCR must be in writing and submitted within SEVEN (7) calendar days following the issuance of the decision, not the date the decision is received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next calendar day. An appeal received after 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the decision by the ACSSA Financial Services Director will not be considered under any circumstances by the Auditor-Controller OCCR or their designee.
       1. The appeal must specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
       2. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). The appeal to the OCCR must be limited to a review of the procurement process to determine if the contracting department materially erred in following the bid or, if applicable, County contracting policies or other laws and regulations.
       3. The appeal to the OCCR must be limited to the grounds raised in the original protest and the written decision by the ACSSA Financial Services Director. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal.
       4. The Auditor’s Office may overturn the results of a bid process for ethical violations by Procurement staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
       5. The finding of the Auditor-Controller’s OCCR is the final step of the appeal process. A copy of the finding of the Auditor-Controller’s OCCR will be furnished to the protestor.
       6. The finding on the appeal must be issued before a recommendation to award the contract is considered and contract awarded by the Board of Supervisors.
    3. The procedures and time limits set forth in this section are mandatory and are each Bidder's sole and exclusive remedy in the event of a bid protest. A Bidder’s failure to timely complete both the bid protest and appeal procedures will be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, will constitute a waiver of any right to further pursue the bid protest, including filing a Government Code Claim or legal proceedings.

## TERM / TERMINATION / RENEWAL

* + 1. The contract term, which may be awarded pursuant to this RFP, will be three (3) years.
    2. By mutual agreement, any contract, which may be awarded pursuant to this RFP, may be extended for an additional two (2) years.
    3. The County has and reserves the right to suspend, terminate or abandon the execution of any work and services by the Bidder without cause at any time upon giving the Bidder prior written notice. In the event that the County should abandon, terminate or suspend the Bidder’s work and services, the Bidder 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 Bidder. In the event of termination with cause, the County reserves the right to seek any and all damages from the Bidder.  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.

## QUANTITIES

Quantities listed herein are estimates and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

## PRICING

* + 1. All pricing as quoted will not increase, but except as noted below, remain fixed and 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 a lower price will be extended to the County.
    3. Reasonable price increases or decreases for subsequent contract terms may be negotiated between Bidder and County after completion of the initial term.
    4. Taxes and freight charges:
       1. All prices are to be Freight On Board destination. Any freight/delivery charges are to be included in the bid price.
       2. The County is soliciting a total price for this project. The price(s) quoted must be the total cost the County will pay for this project, including all taxes (excluding Sales and Use taxes) and all other charges.
       3. No charge for delivery, drayage, express, parcel post packing, cartage, insurance, license fees, permits, costs of bonds, or for any other purpose, except taxes legally payable by the County, will be paid by the County unless expressly included and itemized in the bid proposal.
       4. Amount paid for the transportation of property to the County of Alameda is exempt from Federal Transportation Tax. An exemption certificate is not required where the shipping papers show the consignee as Alameda County as such papers may be accepted by the carrier as proof of the exempt character of the shipment.
       5. Articles sold to the County of Alameda are exempt from certain Federal excise taxes. If applicable, and upon request, the County will furnish an exemption certificate.
    5. All prices quoted must be in United States dollars.
    6. Price quotes must include any and all payment incentives available to the County.
    7. 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, and the Bidder must honor the unit price quoted.
    8. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

## AWARD

* + 1. Most Responsive and Responsible Bidder(s)
       1. The award will be made to the highest-ranked Bidder(s) who meet the requirements of these specifications, terms, and conditions.
       2. Awards may also be made to the subsequent highest ranked Bidder(s) who will be called in order should the County need to contract with another Bidder(s).
       3. An award will be recommended for the Bidder(s) that submitted the proposal(s) that best serves the overall interests of the County by attaining the highest overall point score. The award may not necessarily be made to the Bidder(s) with the lowest price.
    2. **Federal Contract Provisions:** Funds used for payment of contract(s) awarded from this procurement may be from, or subject to reimbursement, by state and/or federal funds. Some of these funding sources require additional contractual obligations. Bidder must agree to federal contracting terms and conditions, that supplement the County’s Standard Services Contract General Terms and Conditions which are attached as hereto as **Exhibit B,** [**ADDITIONAL CONTRACT PROVISIONS – FEDERAL PROVISION**](#FedProvisions)**.** The successful Bidder(s) must meet federal requirements and agree to the terms including, but not limited to, meeting all contracting requirements as set forth in 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II.
    3. County Rights
       1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP, including Exhibits and any Addendums, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity will be made solely at the discretion of the County.
       2. Any bid proposals that contain false or misleading information may be disqualified by the County.
       3. The County reserves the right to award to a single or multiple Bidders.
       4. The County reserves the right to conduct additional procurements for the same services or to award to additional contract(s), including to other Bidder(s), during the term of the contract if it determines that additional Bidders are needed to supplement services being provided.
       5. The County has the right to decline to award this contract or any part thereof for any reason.
    4. Procedures
       1. Board approval to award a contract is required.
       2. A contract must be fully executed by the recommended awardee and the County prior to any services and goods being provided or work being performed.
       3. The County uses its Standard Services Agreement terms and conditions for purchases and services. Any terms that are not acceptable to a Bidder must be identified on the [Exceptions and Clarifications](#ExceptionsClarifications) form in Exhibit A - Bid Response Packet. Bidder may access a copy of the Standard Services Agreement template at:

[**Alameda County Federal Standard Services Agreement Template**](https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EcP9Z6qYJsVEtFJU8ZTS-7MBs6nT4AjOufE4yZTg-KoJGA?e=yyyBfu)[<https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EcP9Z6qYJsVEtFJU8ZTS-7MBs6nT4AjOufE4yZTg-KoJGA?e=yyyBfu>]

* + - 1. 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). As noted above, **Exhibit B,** [**ADDITIONAL CONTRACT PROVISIONS – FEDERAL PROVISION**](#FedProvisions)**,** will be part of the contract.

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

## METHOD OF ORDERING

* + 1. A written Purchase Order (PO) will be issued after contract execution 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 Bidder, as identified on the contract.
    3. The Contractor must adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
    4. Any change orders must be agreed upon in writing by Bidder and County and issued as needed by County.
    5. Written PO will be issued upon approval of written itemized quotations received from the Contractor.

## INVOICING

1. Contractor must 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 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. The ACSSA Finance Department has established a centralized Payments Unit. ***Contractor will submit all invoices and payment inquiries to ACSSA’s Accounts Payables unit through the Contract Administration Tool for Social Services vendor portal:*** https://alamedacounty.agiloft.com/logins/alamedacounty-login.htm***.***

This unit will be your point of contact for all payment and invoicing matters.  If you need additional assistance, please contact Beverly Warren, Financial Services Officer at [brwarren@acgov.org](mailto:brwarren@acgov.org).

Invoices must contain the following elements:

* + - 1. Must be on company letterhead that includes name, address, and contact information.
      2. For Community Based Organizations, must be signed by the head of the organization, i.e., Executive Director, CEO, etc.
      3. Document must contain the title *Invoice*.
      4. The date of the invoice.
      5. A description of services.
      6. The date range for services provided.
      7. If needed, itemization of any sales tax and delivery/postage charges.
      8. The PO number provided by the County.
      9. The total amount owed.
      10. Remittance instructions/address.
      11. A *cc* indication at the bottom of the invoice with names of people who received courtesy copies.
      12. The CEO or Executive Director must be included in the *cc*.
      13. All data as required by your contract.
      14. Bidder will invoice the County monthly, due by the 10th business day of the following month for actual costs incurred.
    1. Funding under this contract does not duplicate funding from other sources. Funds received under this contract may be used for leveraging any funds received by the agency from other sources. Should future funding duplicate the funding under this contract, the invoices to Alameda County will be reduced accordingly by the amount of the duplicate funding.
    2. Failure to submit required reports can delay the processing of invoices for reimbursement. The amount shown in the contract with ACSSA is based on the estimated amount at the time the contract was executed. This does not affect the total contract amount that was awarded to your agency. The actual federal expenditure amount, if any, will be available to Bidders by October of the following fiscal year and Bidder must contact the ACSSA Contract Liaison to receive this information.
    3. In order for the County to meet year end closing deadlines, Bidder must submit the May invoice and any prior late invoices by June 10. The June invoice must be submitted by July 10.

## LIQUIDATED DAMAGES

In the event the Contractor’s performance and/or deliverable projects have been deemed unsatisfactory by a review committee, the County reserves the right to withhold future payments until the performance and/or deliverable projects are deemed satisfactory.

## ACCOUNT MANAGER / SUPPORT STAFF

* + 1. The Contractor must provide dedicated support staff to be the primary contact for all issues regarding the response to this RFP and any contract which may arise pursuant to this RFP.
    2. Contractor must also provide adequate, competent support staff that will be able to service the County during normal working hours, Monday through Friday, or as otherwise identified in this RFP. Such representative(s) must be knowledgeable about the contract, products, and/or services offered and able to identify and resolve quickly any issues, including but not limited to order and invoicing problems.
    3. Contractor must provide a dedicated, competent account manager who will be responsible for the County account/contract and receive all orders. Bidder account manager must be familiar with County requirements and standards and work with the County staff to ensure that established standards are adhered to. This includes keeping the County Contract Administrator informed of department requests as needed.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

* + 1. The ACSSA Contracts Office is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the ACSSA Contracts Office only. Any communication regarding this RFP with other County personnel may result in disqualification.
    2. The evaluation phase of the competitive process will begin upon receipt of sealed bid proposals and continue until a contract has been awarded.
    3. Contact Information for this RFP:

Angela Anderson, Program Financial Specialist

Alameda County Social Services Agency / Contracts Office

2000 San Pablo Ave, 4th Floor, Suite 451B

Oakland, CA 94612

Email: [angela.anderson2@acgov.org](mailto:angela.anderson@acgov.org)

Phone: (510) 267-9457

* + 1. The GSA Contracting Opportunities website will be the official notification posting place of all bid documents related to this RFP. Each Bidder is responsible for checking the website for any Addendums and other notices related to this RFP. Go to [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/>] to view the posting for this RFP and other current contracting opportunities.

## SUBMITTAL OF PROPOSALS

* + 1. Document Submittal
       1. All proposal documents must be SEALED and RECEIVED at the ACSSA Contracts Office by 2:00 p.m. on the due date specified in the Calendar of Events. The County strongly recommends early submittal; **UNSEALED OR LATE BIDS CANNOT BE ACCEPTED.**
       2. Bidders **must** submit an electronic version of their proposal in a PDF file, preferably a single file if 20MB or less.
       3. IF HAND DELIVERING BIDS, please email Angela Anderson ([angela.anderson2@acgov.org](mailto:angela.anderson@acgov.org)) to schedule an appointment to drop off bid. **Please allow time for metered street parking or parking in area public parking lots and entry into secure building**.
       4. 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.
       5. 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 ACSSA Contracts Office's timestamp will be considered the official timepiece for the purpose of establishing the actual receipt of bids.
       6. Bids are to be addressed and delivered as follows:

Attn: Angela Anderson, Program Financial Specialist

RFP No. 2025-SSA-WBA-CWJTPS

Alameda County Social Services Agency / Contracts Office

2000 San Pablo Ave, 4th Floor, Suite 451B

Oakland, CA 94612

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

* + - 1. No email (electronic) or facsimile proposals will be considered.
      2. The submitted proposal must conform to and include Exhibit A – Bid Response Packet, as amended or revised by Addendum, including additional required documentation. **A Bidder may be disqualified if the most current version of Exhibit A, as revised and published through Addenda, is not used.**
      3. In whole or in part, proposal responses are NOT to be marked confidential or proprietary. The County may refuse to consider any proposal or part thereof so marked. Bid proposals submitted in response to this RFP may be subject to public disclosure, even if marked confidential or proprietary.  The County will 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/>].
      4. For the proposals to be considered complete, the Bidder **must** provide responses to all information requested in Exhibit A – Bid Response Packet, as revised by any Addenda.
      5. Bidders **must** submit pricing on the County provided Excel Spreadsheet – Bid Form(s) in this RFP.
    1. Response Preparation and 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. Bidders are to submit one (1) original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures or electronic signatures via DocuSign. All hard copy submittals should be printed on plain white paper, and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted will 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.
       4. Bidders **must** also submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF with OCR preferred), and must 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.
       5. Bidders must not modify the Bid Response Packet or any other County-provided document unless instructed to do so, or the bid proposal may be disqualified.
    2. Submissions Processes
       1. All costs required for the preparation and submission of a proposal must be borne by the Bidder.
       2. Only one bid proposal 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” will mean, and is limited to, a legal partnership formed under one or more of the provisions of California or other state’s Corporations Code or an equivalent statute.
       3. The final award information will be posted on the County’s “Contracting Opportunities” website.
       4. The County reserves the right to reject any proposal.
       5. All bid proposals must remain open to acceptance and irrevocable for a period of not less than 180 days unless otherwise specified in the bid documents.
    3. Legal Requirements
       1. “In submitting a bid to a public purchasing body, the Bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Bidder for sale to the purchasing body pursuant to the bid. Such assignment will be made and become effective at the time the purchasing body tenders final payment to the Bidder”. (California Government Code Section 4552).
       2. By submitting a bid proposal, the Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. Such actions may also be considered fraud and subject to criminal prosecution.
       3. The Bidder, by submitting a proposal, certifies that it is, at the time of bidding, and will be, throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the RFP and contract documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the RFP and contract documents.
       4. The Bidder, by submitting a proposal, certifies that it is not, at the time of bidding, on the California Department of General Services list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).

### EXHIBIT A

**BID RESPONSE PACKET**

**(Please see separate document)**