**\*\*IMPORTANT NOTICE\*\***

 **ONLINE BIDDING PROCESS**

* Bid pricing must be submitted online through Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/).
* The following pages require signatures and must be scanned and uploaded to Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/):
1. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#_BIDDER_INFORMATION) page
	1. [Must be signed by Bidder](#_BIDDER_ACCEPTANCE)
2. Exhibit A – Bid Response Packet, [SLEB Information Sheet](#SLEBPrime)
	1. [Must be signed by Bidder](#SLEBPrime)
	2. [Must be signed by SLEB Partner](#SLEBSubcontractor) if subcontracting to a SLEB

Please read **EXHIBIT A – Bid Response Packet** carefully, **INCOMPLETE BIDS WILL BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date. Successful uploading of a document does not equal acceptance of the document by Alameda County.

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901885

**for**

Refugee Social Integration Services Program

|  |
| --- |
| **For complete information regarding this project, see** **RFP posted at** [**http://www.acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) **or contact the County representative listed below. Thank you for your interest!** **Contact Person: Bukola Gbadamosi, Procurement & Contracts Specialist****Phone Number: (510) 208-4882****E-mail Address: Bukola.Gbadamosi@acgov.org** |

**RESPONSE DUE**

by

**2:00 p.m.**

on

**July 30, 2020**

through

**Alameda County, GSA-Procurement**

[**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/)

<https://ezsourcing.acgov.org/>

Alameda County is committed to reducing environmental impacts across our entire supply chain.

If printing this document, please print only what you need, print double-sided, and use recycled-content paper.

# CALENDAR OF EVENTS

REQUEST FOR PROPOSAL No. 901885

REFUGEE SOCIAL INTEGRATION SERVICES PROGRAM

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Request Issued** | **June 17, 2020** |
| **Written Questions Due** | **July 1, 2020 by 5:00 p.m.**  |
| **Networking/Bidders Conference** | **June 30, 2020 at 2 p.m.****GSA-Procurement*****TO ATTEND ONLINE*:** [Join Microsoft Teams Meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_ZmZmYzFhOWYtYTIwOS00YjMzLWFkM2YtNTAyZDZjZjc2MjJk%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%226f78d01f-d251-41b6-93f2-62b14e61db23%22%7d) +1 415-915-3950   United States, San Francisco (Toll) Conference ID: 393 786 100#  |
| **List of Attendees** | **July 2, 2020**  |
| **Q&A Issued** | **July 13, 2020** |
| **Addendum Issued** [only if necessary to amend RFP] | **July 16, 2020** |
| **Response Due**   | **July 30, 2020 by 2:00 p.m.** |
| **Evaluation Period** | **July 31 – September 2, 2020** |
| **Vendor Interviews** | **August 26, 2020** |
| **Notice of Intent to Award Issued** | **September 4, 2020** |
| **Board Consideration Award Date** | **September 22, 2020** |
| **Contract Start Date** | **October 1, 2020** |

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

|  |
| --- |
| ***Alameda County Vendor Outreach***  |
| Wednesday, June 24, 202010:30 a.m. – 11:30 a.m.***TO ATTEND ONLINE:*** Call-In: +1 415-915-3950   Conference ID: 504 517 635# | ***COME MEET ALAMEDA COUNTY’S*** ***PROCUREMENT TEAM!***This is a public event where vendors can speak with GSA professionals, get to know them, and learn more about contracting opportunities with the County. |

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901885

SPECIFICATIONS, TERMS & CONDITIONS

 for

REFUGEE SOCIAL INTEGRATION SERVICES PROGRAM

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ATTACHMENTS

EXHIBIT A **BID RESPONSE PACKET**

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms and conditions to describe Refugee Social Integration Services.

The County intends to award a one-year contract with option to renew for 4 years to the bidder(s) selected as the most responsible bidder(s) whose response conforms to the RFP and meets the County’s requirements.

It is the intent of these specifications, terms and conditions to procure the most environmentally preferable products with equivalent or higher performance and at equal or lower cost than traditional products. Specific requirements from the County’s Sustainability Program that are related to this Bid are included in the appropriate Bid sections.

## SCOPE

Prospective vendors must demonstrate they have the expertise, experience and qualifications to provide Social Adjustment or Social Integration services specifically to limited or non-English proficient refugee program participants.

Social integration is the process during which newcomers or minorities are incorporated into the social structure of the host society. Social Integration (SI) services are defined as services designed for adults experiencing adjustment difficulties of a psychological, intellectual, social or physical nature. Activities are directed at assisting refugees to understand how to utilize and develop daily living and problem-solving skills. SI services may be provided on an individual basis or through workshops. ACSSA is interested in contracting with a vendor(s) to provide SI services to the following groups of refugees who reside within Alameda County:

* Refugees, Asylees and Special Immigrant Visa (SIV) 18 to 59 years of age not enrolled in other Refugee Social Services (RSS) programs;
* Older refugees sixty (60) years of age and older.

All service sites must be physically located within Alameda County. Bidders must be an·Ethnic Community-Based Organization (ECBO), with a minimum of three (3) years of experience with an active Board membership consisting of 51% or more of actively participating refugees or former refugees, or a non-ECBO fiscal sponsor applying as the prime bidder with an ECBO(s) as their subcontractor(s). This funding is not intended to support the infrastructure development and start-up of new organizations.

The selected Contractor will be responsible for the following services:

1. To provide culturally and linguistically appropriate case management services and activities to refugee clients who may be experiencing difficulties and challenges pertaining to adapting and/or understanding their new living environment.

2. To help refugees to learn how to navigate through new western systems and build life skills essential to functioning well in the different realms of life. SI Workers provide translation, interpretation, and escort and advocacy for clients attending appointments where navigational or language barriers are anticipated.

## BACKGROUND

SI services are available to all refugees 18 years and older and provided through various Federal, State, and County programs. The Federal Refugee Program was established by the Refugee Act of 1980 and amended in 1987. Under the Refugee Act, refugee funds provided to states and counties impacted by refugee resettlement are used to supply cash, medical benefits, employment, and social services in order to assist individuals with refugee and asylum status in achieving self-sufficiency. Refugee Programs are administrated by the Office of Refugee Resettlement of the Administration of Children and Families/Health and Human Services on the Federal level; the California Department of Social Services (CDSS) Refugee Program Bureau on the State level; and ACSSA on the County level.

## BIDDER QUALIFICATIONS

* + 1. BIDDER Minimum Qualifications
			1. Bidder shall be regularly and continuously engaged in the business of providing social Integration or Social Adjustment services to a diverse refugee population, and to limited non-English speaking refugees for at least three (3) years. Experience must be demonstrated by references provided by Bidder by the bid due date.
			2. Bidder shall be a an Ethnic Community Based Organization (ECBO) with an active Board membership consisting of 51% or more of actively participating Refugees, or a non ECBO fiscal sponsor applying as the prime bidder with an ECBO as their subcontractor(s). Bidder must submit Board member profile that highlights any background information that supports the ECBO(s) is meeting the federal and State requirements as an organization. This includes, but is not limited to, all the Board’s members’ name, the position they hold on the Board, number of years served, and any background information about the Board members that would support that the Bidder’s board has a 51% or more membership of actively participating refugees or former refugees. Refer to the California Department of Social /services website for information regarding ECBO(s) at: http[s://www.cdss.ca](http://www.cdss.ca.ov/inforesources/refuees/stakeholders/ecbos). [ov/inforesources/ref](http://www.cdss.ca.ov/inforesources/refuees/stakeholders/ecbos)u [ees/stakeholders/ecbos](http://www.cdss.ca.ov/inforesources/refuees/stakeholders/ecbos)
			3. Bidder shall possess all permits, licenses and professional credentials necessary to supply product and perform services as specified under this RFP.

## SPECIFIC REQUIREMENTS

1. Maintain a well-defined SI service program with specific goals and objectives that includes activities to successfully serve a linguistically diverse refugee populations that include:
	1. Documentation and verification of all participant activities that:
		1. Are securely stored.
		2. Provides confidentiality.
	2. Access to a facility that is:
		1. In compliance with all applicable building and fire codes.
		2. Is large enough to comfortably house the required activities and estimated number of SI participants.
		3. Has a floor plan that supports the required activities stated in this RFP.
		4. Is located within the boundaries of Alameda County.
		5. Is centrally located and accessible by public transportation.
	3. An annual budget that:
		1. Thoroughly supports the proposed program design and staffing pattern.
		2. Has line items that are reasonable and allocated appropriately.
		3. Includes leveraged funding and other resources.
	4. Staff that has:
		1. A demonstrated track record of providing successful SI services to limited English speaking refugees.
		2. Experience and expertise in working with diverse refugee populations.
		3. The linguistic capacity necessary to serve a linguistically diverse population.
		4. The qualifications and experience necessary to successfully achieve the required program objectives.
		5. The ability to collect required data and submit accurate, timely reports to the County.
	5. Meeting or exceeding the Federal and State's Office of Refugee Resettlement objectives by providing SI services that:
		1. Are oriented toward achieving self-sufficiency for refugees and their families.
		2. Are designed to assist refugees with attaining self-sufficiency and less dependency on public assistance .
		3. Help newly arrived refugees resettle in the United States (U.S.) by providing linguistic and cultural competency services.
		4. Assist refugees in understanding basic daily living systems that are common to the U.S.
		5. Teach refugees how to use and interact with basic daily systems and how to resolve any system issues.
		6. Are presented in a manner that is linguistically and culturally appropriate for all refugees.
		7. Provide refugee women with the same participation opportunities as refugee men.

I

* + 1. Assist employed refugees in need of services to achieve and maintain self­ sufficiency.

## DELIVERABLES / REPORTS

* + 1. Activities for both refugee seniors (60 years of age and older) and non-senior refugees between 18 to 59 years of age include, but are not limited, to the following:
		2. Orientation - information, education and activities to help refugees adjust to new social and cultural systems they will encounter as part of their new life in the U.S.
		3. Access to Naturalization Services- accessible service and/or training activities to help refugees acquire and become U. S. citizens such as:
		4. English language training and civics instruction to prepare refugees for citizenship.
		5. Application assistance for legal permanent resident and citizenship status.
		6. Assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization.
		7. Providing an interpreter service for the citizenship interview.
		8. Welfare and cash aid assistance - information and orientation designed to improve understanding of cash, medical, social, employment, and employment-related training programs available to meet the refugee's needs as well as information on their rights and responsibilities in using those programs.
		9. Management of personal finances - basic discernment between official and junk mail, organization of household bills as well as basic budgeting with regards monthly bills, banking, understanding taxes and the importance of filing annual tax returns, interest, contract purchases, and identity protection etc.
		10. Housing - landlord/tenant responsibilities, leases, rental agreements, utilities deposits, appliance usage, safety, maintenance, shelter referral assistance and local housing standards.
		11. Health - mental health and health services needs and the programs available to address those needs, program requirements and methods of accessing such programs.
		12. Education - organizations and content of educational programs, their operation and availability and the rights and responsibilities of administrators, teachers, parents and students in those programs.
		13. Human Relations - differences in standards of courtesy and behavior in work, family, neighborhood and social situations between American and refugee cultures. Areas to address may include appropriate interaction with employer and co-workers, how to avoid and/or deal with neighborhood conflicts, family conflicts, and parent/child conflicts, generational conflicts, etc.
		14. Accessing Area Agency on Aging (AAA) - connecting older refugees to the Alameda County Social Services Agency's Aging and Adults services department where they can access services that include but are not limited to Adult Day Care, Family Caregiver Support programs, Food and Nutrition programs, Senior Information and Assistance, Long Term Care Ombudsman Services, and Senior Center Services.
		15. Counseling Services - providing information and guidance on how to access counseling services for a variety of needs that include, but are not limited to:
		16. Conflicts within the immediate and/or extended family due to differences in social/cultural value systems.
		17. Violence against refuges.
		18. Housing problems (landlord/tenant, need for rental deposits, etc.)
		19. Domestic Violence related issues.
		20. Mental Health - providing information and guidance on how to access mental health services to refugees and their families.
		21. Legal Services - providing information and guidance on how to access legal aid services to refugees and their families.
		22. Transportation services.
		23. Translation and Interpretation services.
		24. One Time Only Services - enrollment for a free cell phone, obtaining CA identification, enrolling into affordable housing lists when lists open, etc.
		25. Helping older refugees to live independently as long as possible.
		26. Other appropriate services to older refugees who are not currently being provided in the community.

SERVICE DELIVERY SITES

To better facilitate delivery of the Social Integration services to program participants, Contractors are encouraged to provide more than one site in order to accommodate the service delivery of participants residing throughout the Alameda County geographical area.

In order to make services broadly available to participants, the service sites that the Contractor(s) will provide must be open from 8:00 a.m. - 5:00 p.m., Monday through Friday. In addition, the Centers must ensure that arrangements are made to keep the service sites open and providing services throughout the holiday seasons with limited closings for major holidays. All services sites must be readily accessible to public transportation.

## NETWORKING / BIDDERS CONFERENCES

* + 1. The bidders conference held on June 30, 2020 will have an online conference option enabled for remote participation. Bidders can opt to participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) at [[http://gsaalamedacounty.adobeconnect.com/admin/show-event-catalog](http://gsaalamedacounty.adobeconnect.com/rfp901106/)](http://gsaalamedacounty.adobeconnect.com/admin/show-event-catalog). In order 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.
		2. Networking/bidders conferences will be held to:
			1. Provide an opportunity for Small Local Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships in order to participate in the contract(s) that may result from this RFP.
			2. Provide an opportunity for bidders to ask specific questions about the project and request RFP clarification.
			3. Provide the County with an opportunity to receive feedback regarding the project and RFP.
		3. The list of bidder conference attendees will be released in a separate document.
		4. Questions will be addressed in an RFP Question and Answer (Q&A) following the networking/bidders conference(s). Should there be a need to amend or revise the RFP, an addendum will be issued following the Networking/Bidders Conferences.
		5. Potential bidders are strongly encouraged to attend networking/bidders conference(s) in order to further facilitate subcontracting relationships. Vendors who attend a networking/bidders conference will be added to the Vendor Bid List. Failure to participate in a networking/bidders conference will in no way relieve the Contractor from furnishing goods and/or services required in accordance with these specifications, terms and conditions. Attendance at a networking/bidders conference is highly recommended but is not mandatory.

# COUNTY PROCEDURES, TERMS, AND CONDITIONS

## EVALUATION CRITERIA / SELECTION COMMITTEE

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis will be evaluated by a County Selection Committee (CSC).  The County Selection Committee may be composed of County staff and other parties that may have expertise or experience in Refugee Social Integration services. The CSC will score and recommend a Contractor or a pool of Contractors in accordance with the evaluation criteria set forth in this RFP.  Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals shall be within the sole judgment and discretion of the CSC.

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

The CSC will evaluate each proposal meeting the qualification requirements set forth in this RFP. Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the County’s requirements as set forth in this RFP.

Bidders are advised that in the evaluation of cost it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.

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

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

Each of the Evaluation Criteria below will be used in ranking and determining the quality of bidders’ proposals. Proposals will be evaluated according to each Evaluation Criteria, and scored on the zero to five-point scale outlined below. The scores for all Evaluation Criteria will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project is 550 points, including the possible 50 points for local and small, local and emerging, or local preference points (maximum 10% of final score).

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

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

The zero to five-point scale range is defined as follows:

|  |  |  |
| --- | --- | --- |
| 0 | Not Acceptable | Non-responsive, fails to meet RFP specification. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score may result in disqualification of proposal. |
| 1 | Poor | Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP. |
| 2 | Fair | Has a reasonable probability of success, however, some objectives may not be met. |
| 3 | Average | Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members.  |
| 4 | Above Average / Good | Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations. |
| 5 | Excellent / Exceptional | Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification. |

The Evaluation Criteria and their respective weights are as follows:

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria** | **Weight** |
|  | **Completeness of Response:**Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.  | Pass/Fail |
|  | **Debarment and Suspension:**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](http://www.sam.gov/SAM). | Pass/Fail |
|  | **Board Membership:**Is the Bidder an Ethnic Community-Based Organization (ECBO), with an active Board membership consisting of 51% or more of actively participating refugees or former refugees, or a non-ECBO fiscal sponsor applying as the prime Bidder with an ECBO(s) as their sub-contractors. | Pass/Fail |
|  | **Budget and Cost Effectiveness:**Proposals will be evaluated against the RFP specifications and the questions below:1. Does Bidder's proposed budget support the program design and staffing pattern? (10 points)
2. Does the budget include leveraged funding and/or other resources? (5 points)

The points for Cost will be computed by dividing the amount of the lowest responsive bid received by each bidder’s total proposed cost.While not reflected in the Cost evaluation points, an evaluation may also be made of:1. Reasonableness (i.e., does the proposed pricing accurately reflect the bidder’s effort to meet requirements and objectives?);
2. Realism (i.e., is the proposed cost appropriate to the nature of the products and/or services to be provided?); and
3. Affordability (i.e., the ability of the County to finance services).

 Consideration of price in terms of overall affordability may be controlling in circumstances where two or more proposals are otherwise adjudged to be equal, or when a superior proposal is at a price that the County cannot afford. | 15 Points |
|  | **Relevant Experience:**1. Does the Bidder have 3 or more years of experience with providing Social Integration or Social Adjustment services to senior refugee individuals? (10

points)1. Does the Bidder have 3 or more years of experience with providing Social Integration or Social Adjustment services to adult refugee individuals between 19 to 59 years of age? (10)
 | 20 Points |
|  | **Knowledge of Target Population’s Needs:**1. Does the Bidder describe a comprehensive understanding of the common and distinctive needs of the two targeted populations being described in this RFP? (10 points)
2. Does the Bidder describe how they will provide supportive Social Integration Services that will effectively address the various needs of both the senior and non-senior refugee groups?

(10 points)  | 20 Points |
|  | **Organizational Capacity:** Proposals will be evaluated against the RFP specifications and the questions below: 1. Does Bidder demonstrate that project staff and managers have the linguistic and cultural qualifications and experience necessary to successfully achieve the required objectives?(5 points)2. Does Bidder describe an identified facility(s) location within Alameda County and accessible by public transportation?(5 points)3. Does Bidder describe in sufficient detail the organization's ability to collect required data and submit accurate and timely reports?(5 points)  | 15 Points |
|  | **Program Design:**Proposals will be evaluated against the RFP specifications and the questions below:Proposals will be evaluated against the RFP specifications and the questions below:1. Does Bidder describe how they will provide SI services as required by this RFP? (5 points)
2. Does Bidder present a narrative description of the project activities and/or services, including proposed activities, the roles of the culturally competent staff and their capacity to serve languages other than English? (5 points)
3. Does Bidder describe specific and well-defined program goals and objectives? (5 points)
4. Does Bidder describe how participants' activities will be documented, tracked and verified by project staff? (5 points)
 | 20 Points |
|  | **References (See Exhibit A – Bid Response Packet)**  | 5 Points |
|  | **Oral Interview:**The oral interview on the proposal shall not exceed 60 minutes. The oral interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. The scoring may be revised based on the oral interview. | 5 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE**  |
|  | Local Preference: Points equaling five percent of bidder’s total score, for the above Evaluation Criteria, will be added. This will be the bidder’s final score for purposes of award evaluation. | 5% |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent of bidder’s total score, for the above Evaluation Criteria, will be added. This will be the bidder’s final score for purposes of award evaluation. | 5% |

## CONTRACT EVALUATION AND ASSESSMENT

During the initial 60 day period of any contract which may be awarded to Contractor, the County may review the proposal, the contract, any goods or services provided, and/or meet with the Contractor to identify any issues or potential problems.

The County reserves the right to determine, at its sole discretion, whether:

1.                  Contractor has complied with all terms of this RFP; and

2.                  Any problems or potential problems with the proposed goods and services were evidenced which make it unlikely (even with possible modifications) that such goods and services have met or will meet the County requirements.

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract and/or Contractor’s goods and services as contracted for therein, the Contractor will be notified that the contract is being terminated.  Contractor shall 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 highest ranked bidder 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.

## NOTICE OF INTENT TO AWARD

* + 1. At the conclusion of the RFP response evaluation process (“Evaluation Process”), all bidders will be notified in writing by e-mail, fax, or US Postal Service mail, of the contract award recommendation, if any, by GSA-Procurement. The document providing this notification is the Notice of Intent to Award.

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

* + - 1. The name of the bidder being recommended for contract award; and
			2. The names of all other parties that submitted proposals.
		1. At the conclusion of the RFP response evaluation process and negotiations, debriefings for unsuccessful bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror’s bid. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful bidder.
		2. The submitted proposals shall be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

## Bid Protest/Appeals Process

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

* + 1. Any Bid protest by any Bidder regarding any other Bid must be submitted in writing to the County’s GSA–Office of Acquisition Policy, ATTN: Contract Compliance Officer, located at 1401 Lakeside Drive, 10th Floor, Oakland, CA 94612, Fax: (510) 208-9720, before 5:00 p.m. of the FIFTH (5th) business day following the date of issuance of the Notice of Intent to Award, not the date received by the Bidder. A Bid protest received after 5:00 p.m. is considered received as of the next business day
			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, fax number and telephone number of the person representing the protesting party.
			4. The County Agency/Department will notify all bidders of the protest as soon as possible.
		2. Upon receipt of written protest, GSA–Office of Acquisition Policy, or designee, will review and evaluate the protest and issue a written decision. The GSA–Office of Acquisition Policy, may, at its discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing or GSA award date.

		The decision will be communicated by e-mail, fax, or US Postal Service mail, and will inform the bidder whether or not the recommendation to the Board of Supervisors or GSA in the Notice of Intent to Award is going to change. A copy of the decision will be furnished to all Bidders affected by the decision. As used in this paragraph, a Bidder is affected by the decision on a Bid protest if a decision on the protest could have resulted in the Bidder not being the apparent successful Bidder on the Bid.
		3. The decision of the GSA-Office of Acquisition Policy on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Fax: (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose Bid is the subject of the protest, all Bidders affected by the GSA-Office of Acquisition Policy's decision on the protest, and the protestor have the right to appeal if not satisfied with the GSA-Office of Acquisition Policy's decision. All appeals to the Auditor-Controller's OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the GSA-Office of Acquisition Policy, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day. An appeal received after the FIFTH (5th) business day following the date of issuance of the decision by the GSA-Office of Acquisition Policy shall not be considered under any circumstances by the GSA or the Auditor-Controller OCCR.
			1. The appeal shall 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 shall be limited to review of the procurement process to determine if the contracting department materially erred in following the Bid or, where appropriate, County contracting policies or other laws and regulations.
			3. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the GSA-Office of Acquisition Policy. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the GSA-Office of Acquisition Policy or department designee, and will determine whether to uphold or overturn the protest decision.
			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 decision of the Auditor-Controller’s OCCR is the final step of the appeal process. A copy of the decision of the Auditor-Controller’s OCCR will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidders affected by the decision.
		4. The County will complete the Bid protest/appeal procedures set forth in this paragraph before a recommendation to award the Contract is considered by the Board of Supervisor or GSA.
		5. The procedures and time limits set forth in this paragraph are mandatory and are each Bidder's sole and exclusive remedy in the event of Bid Protest. A Bidder’s failure to timely complete both the Bid protest and appeal procedures shall be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, shall constitute a waiver of any right to further pursue the Bid protest, including filing a Government Code Claim or legal proceedings.

## TERM / TERMINATION / RENEWAL

* + 1. The term of the contract, which may be awarded pursuant to this RFP, will be 1 year.
		2. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for an additional four-year term at agreed prices with all other terms and conditions remaining the same.

## AWARD

* + 1. Proposals will be evaluated by a committee and will be ranked in accordance with the RFP section titled “Evaluation Criteria/Selection Committee.”
		2. The committee will recommend award to the bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be made to the bidder with the lowest price.
		3. Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County’s purchase of goods and services.

As a result of the County’s commitment to advance the economic opportunities of these businesses, **Bidders must meet the County’s Small and Emerging Locally Owned Business requirements in order to be considered for the contract award.** These requirements can be found online at:

<http://acgov.org/auditor/sleb/overview.htm>

For purposes of this bid, applicable industries include, but are not limited to, the following NAICS Code(s): 189,025; 156,841.

A small business is defined by the [United States Small Business Administration](http://www.sba.gov/) (SBA) as having no more than the number of employees or average annual gross receipts over the last three years required per SBA standards based on the small business's appropriate NAICS code.

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

* + 1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
		2. Any proposal/bids 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 Contractors.
		4. The County has the right to decline to award this contract or any part thereof for any reason.
		5. Board approval to award a contract is required.
		6. A contract must be negotiated, finalized, and signed by the recommended awardee prior to Board approval.
		7. Final Standard Agreement terms and conditions will be negotiated with the selected bidder. Bidder may access a copy of the Standard Services Agreement template can be found online at:

<http://www.acgov.org/gsa/purchasing/standardServicesAgreement.pdf>

The template contains minimal Agreement boilerplate language only.

* + 1. The RFP specifications, terms, conditions and 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.

## INVOICING

* + 1. Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
		2. County will use best efforts to make payment within 30 days following receipt and review of invoice and upon complete satisfactory receipt of product and performance of services.
		3. County shall notify Contractor of any adjustments required to invoice.
		4. Invoices shall contain County PO number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
		5. Contractor shall utilize standardized invoice upon request.
		6. Invoices shall only be issued by the Contractor who is awarded a contract.
		7. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the POs.
		8. The County will pay Contractor monthly or as agreed upon, not to exceed the total quoted in the bid response.
		9. ACSSA receives adequate additional Federal and State funding to continue program operation, and if the project has achieved demonstrable success by meeting the project's performance benchmarks as described in the RFP.
		10. State and federal funding levels are uncertain and subject to change. The actual funding allocation may be increased or reduced, and the Contractor(s) selected through this RFP may be required to increase or reduce planned program expenditures accordingly. The ACSSA may exercise its authority to terminate the contracts at any time if contractors do not meet contract performance targets or if contractors act in a manner that places the ACSSA at fiduciary risk.
		11. All Contract awards are contingent upon receipt, by the County, of adequate Federal and State funding. All contracts resulting from this RFP will be compensated through monthly invoicing process based on the cost reimbursement method.

## ACCOUNT MANAGER / SUPPORT STAFF

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

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

GSA-Procurement is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the GSA-Procurement department only.

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of bidder.

All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail by 5:00 p.m. on JULY 30, 2020 to:

Bukola Gbadamosi, Procurement & Contracts Specialist

Alameda County, GSA-Procurement

1401 Lakeside Drive, Suite 907

Oakland, CA 94612

E-Mail: Bukola.Gbadamosi@acgov.org

PHONE: (510) 208-4882

The GSA Contracting Opportunities website will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. Go to <http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp> to view current contracting opportunities.

## SUBMITTAL OF BIDS

* + 1. All bids must be completed and successfully uploaded through Alameda County EZSourcing Supplier Portal BY 2:00 p.m. on the due date specified in the Calendar of Events. Technical difficulties in downloading/submitting documents through the Alameda County EZSourcing Supplier Portal shall not extend the due date and time.
		2. Bidders **must** submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF with Optical Character Recognition (OCR) preferred), and shall be an **exact** scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation.
		3. Bidders **must** submit pricing on the Excel Spreadsheet – Bid Form in EZSourcing Supplier Portal.
		4. No email (electronic) or facsimile bids will be considered.
		5. All costs required for the preparation and submission of a bid shall be borne by Bidder.
		6. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.
		7. All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed its evaluation, a recommended award has been made by the County Selection Committee, and the contract has been fully negotiated with the intended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five calendar days before the recommendation to award and enter into a contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will be sent recommend to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project.  In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
		8. Each bid received, with the name of the bidder, shall be entered on a record, and each record with the successful bid indicated thereon shall, after the award of the order or contract, be open to public inspection.
		9. California Government Code Section 4552: In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the bidder.
		10. Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. It may also be considered fraud and the Contractor may be subject to criminal prosecution.
		11. The undersigned Bidder certifies that it is, at the time of bidding, and shall be throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
		12. The undersigned Bidder certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).
		13. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

## RESPONSE FORMAT

* + 1. Bid responses must be submitted online through Alameda County EZSourcing Supplier Portal.
		2. Bid responses are to be straightforward, clear, concise and specific to the information requested.
		3. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. See Exhibit A – Bid Response Packet.
		4. Bid responses, in whole or in part, are NOT to be marked confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure.  County shall not be liable in any way for disclosure of any such records. Please refer to the County’s website at: <http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm> for more information regarding Proprietary and Confidential Information policies.

### EXHIBIT A

**BID RESPONSE PACKET**

**INSTRUCTIONS**

* **As described in the submittal of bids section of this RFP, bidders must submit an electronic copy of the bid in PDF (with OCR preferred). The electronic copy must have all appropriate pages signed (**✍**).**
* **Each page of the Bid Response Packet must be submitted through the** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **as PDF attachment(s) with all required information included and documents attached; any pages of the Bid Response Packet not applicable to the bidder must be submitted with such pages or items clearly marked “N/A” or the bid may be disqualified as incomplete.**
* **Bidders shall not modify the Bid Response Packet or any other County-provided document unless instructed to do so. Modifications bidders are instructed to make include:**
	+ **On the cover page of the Bid Response Packet, Bidders must replace the information in BLUE font (name of bidder organization, primary contact name, etc.).**
* **Bidder must quote price(s) as specified in the RFP, including any addendums, and as specified in the** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **event.**
* **Bidders that do not comply with the requirements, and/or submit incomplete bid packages, are subject to disqualification and their bids being rejected.**
* **If a bidder is making any clarifications, or taking exception to policies or specifications of this RFP, these must be submitted in the *Exceptions and Clarifications* form of the Bid Response Packet in order for the bid response to be considered complete.**

 **Date of Submission**

**Name of Bidding Organization**

**Primary Contact Name**

**Primary Contact Title**

**Address 1**

**Address 2**

**City, State Zip Code**

**Phone Number**

**Email Address**

### BID RESPONSE PACKET

RFP No. 901885

Refugee Social Integration Services

#### BIDDER INFORMATION

Official Name of Bidder:

Street Address Line 1:

Street Address Line 2:

City:  State:  Zip Code:

Webpage:

Type of Entity / Organizational Structure (check one):

 [ ]  Corporation [ ]  Joint Venture

 [ ]  Limited Liability Partnership [ ]  Partnership

 [ ]  Limited Liability Corporation [ ]  Non-Profit / Church

 [ ]  Other:

Jurisdiction of Organizational Structure:

Date of Organizational Structure:

Federal Tax Identification Number:

Primary Contact Information:

Name / Title:

Telephone Number:  Alternate Number:

E-mail Address:

#### BIDDER ACCEPTANCE

1. The undersigned declares and agrees that the Bid Documents, including, without limitation, the RFP, Q&A, Addenda, and Exhibits have been read and accepted.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. 901885 – Refugee Social Integration Services.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, general County requirements, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County’s website:
* [**Debarment / Suspension Policy**](http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm>]

* [**Iran Contracting Act (ICA) of 2010**](http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm>]

* [**General Environmental Requirements**](http://www.acgov.org/gsa/departments/purchasing/policy/environ.htm)

<http://www.acgov.org/gsa/departments/purchasing/policy/environ.htm>

* **Small Local Emerging Business Program**

[<http://acgov.org/auditor/sleb/overview.htm>]

* [**First Source**](http://www.acgov.org/gsa/departments/purchasing/policy/first.htm)

[<http://acgov.org/auditor/sleb/sourceprogram.htm>]

* [**Online Contract Compliance System**](http://www.acgov.org/gsa/departments/purchasing/policy/compliance.htm)

[<http://acgov.org/auditor/sleb/elation.htm>]

* [**General Requirements**](http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm>]

1. The undersigned acknowledges that Bidder is and will remain in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP.
2. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
3. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
4. The undersigned acknowledges ***ONE*** of the following (please check only one box):

[ ]  Bidder is not local to Alameda County and is ineligible for any bid preference; **or**

[ ]  Bidder is a certified SLEB at the time of bid submittal and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the [SLEB INFORMATION SHEET](#SLEBCerta)); **or**

[ ]  Bidder is LOCAL to Alameda County and is requesting 5% bid preference, and has attached the following documentation to this Exhibit:

* Copy of a verifiable business license, issued by the County of Alameda or a City within the County; and
* Proof of six months business residency, identifying the name of the vendor and the local address. Utility bills, deed of trusts or lease agreements, etc., are acceptable verification documents to prove residency.

**SIGNATURE:** ✍

Name/Title of Authorized Signer:

Dated this  day of  20

#### TABLE OF CONTENTS

**Instructions**: Bidder shall remove this page and replace it with a **Table of Contents** listing the individual sections of the proposal and their corresponding page numbers. The page(s) inserted shall be clearly marked *Table of Contents*.

#### LETTER OF TRANSMITTAL

**Instructions**: Bidder shall remove this page and replace it with a **Letter of Transmittal**. The letter shall include a description of Bidder’s capabilities and approach in providing its services to the County, and provide a brief synopsis of the highlights of its proposal and overall benefits to the County. The page(s) inserted shall be clearly marked *Letter of Transmittal*.

**Maximum Length**: 2 pages

#### BID FORM

**Instructions**:Bidder must use the Bid Form(s) provided below or separate Excel Bid Form(s) provided.

**COST SHALL BE SUBMITTED AS REQUESTED ON THE OR EXCEL BID FORM(S). NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED.** Bid responses that do not comply will be subject to rejection in total. The cost quoted shall include all taxes (excluding sales and use tax) and all other charges, including travel expenses, and is the maximum cost the County will pay for the term of any contract that is a result of this RFP.

Quantities listed on Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **OR Excel Bid Form(s)** are estimates and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

By submission through the Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) Bidder certifies to County that all representations, certifications, and statements made by Bidder, as set forth in each entry in the Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.



#### BUDGET DETAIL AND/OR COST NARRATIVE

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a **Budget Detail**.

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

At minimum, the Bidder must detail:

1. The work to be performed and all associated costs.
2. If coordination with County personnel is needed, it should also be delineated in the Budget Detail.
3. The work to be performed should clearly match up with work performed in the Description of Proposed Services.
4. The positions of all individuals that will perform the services;
5. Names of Key Personnel may be listed whenever appropriate
6. The estimated number of hours for each individual, corresponding hourly rates per individual and extended costs.

**Maximum** **Length**:

#### DESCRIPTION OF PROPOSED SERVICES- PROGRAM OUTCOME MEASURES

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a **Description of Proposed Services**.

The *Description of Proposed Service* shall describe the overall services and program. The Bidder must address how they will meet or exceed each requirement listed in **Section E (Requirements)** and **Section F (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 which will allow SSA to track the positive outcomes 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?

The following performance outcomes are intended to be accomplished during the initial program period and for all additional years thereafter unless different outcome measures are negotiated in subsequent years. The Contractor should understand that the following performance standards will be used by the ACSSA to measure the success of this contract and assure the quality of the service delivery.

At minimum, the Bidder must include the following details:

|  |  |  |  |
| --- | --- | --- | --- |
| **RBA Performance Measures** | **Target Goal** | **How to Calculate** | **Agency Data Source** |
| HowMuchWork Is DoneI**a** | % of refugee clients |  |  |  |
| who are identified |  | # of refugee clients |  |
| having a problem or |  | who are referred |  |
| an issue and are provided withresources by the | 80% | /requested services---------- ----------# of refugee clients | Contractor Spreadsheet |
| Contractor to help |  | who identify having a |  |
| them address their |  | problem or issue |  |
| problem or issue. |  |  |  |
|  |  | # of refugee clients |  |
| % of refugee clients who complete intake assessments | 100% | who completed intake assessment--------------------------------# refugee clients who | Contractor Spreadsheet |
|  |  | are enrolled |  |
|  |  | # of refugee |  |
|  |  | participants who |  |
| % of refugee participants whofollow through with | 75% | accessed services------- -------------# of refuge participants | Contractor Spreadsheet |
| receiving services. |  | who were referred to |  |
|  |  | services |  |
| % of refugee seniors | 50% | # of refuge seniors who |  |
| who access Area Agency on Aging**(AAA)** |  | access AAA services | Contractor Spreadsheet |
| # of refugee seniors who are identified as |
|  |  | needing AAA services |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | # of refugee clients |  |
| % of RCA clients |  | who received services |  |
| who received |  | that successfully helped |  |
| services that successfully helped them find a solutionto their problem or | 75% | them find a solution to their problem or issue-------------------- ---# of refuge clients who | Contractor Spreadsheet |
| issue. |  | accessed services. |  |
| % of RCA clients |  | # of RCA clients who report that they are "Satisfied" or "Very Satisfied"-------------------------------# of RCA clients who participate in the SocialIntegration Program |  |
| who report that |  |  |
| they are "Satisfied" |  | Contractor |
| or "Very Satisfied" | 75% | Satisfaction |
| with the services |  | Survey |
| they receive |  |  |

**Maximum** **Length**: none

**TABLE OF KEY PERSONNEL**

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a **Table of Key Personnel**. The table shall include all key personnel associated with the RFP.

This table must include all key personnel who will provide services to the County, including collaborating partners. The table must include the following information for each key person:

1. The person’s relationship with Bidder, including job title and years of employment with Bidder;
2. Work contact information including, but not limited to, the following: work address, office telephone number, mobile work number, and e-mail address;
3. The role that the person will play in connection with the RFP;
4. Educational background; and
5. Related experience on similar projects, certifications, and merits.

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

In addition to the table, Bidders must submit a complete résumé or curriculum vitae for each key personnel listed in the table that includes educational background, relevant experience on similar projects, certifications, and merits.

**Maximum** **Length**: There is no limit to the table. There is, however, a 2-page limit per résumé or curriculum vitae.

#### IMPLEMENTATION PLAN AND SCHEDULE

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide an **Implementation Plan and Schedule**.

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

1. A timeline of project goals, measurable outcomes, and benchmark activities related to the provision of required services—as well as the key personnel assigned to each.

The *Implementation Plan and Schedule* should provide a clear picture of what a the County and program participant, can expect, and when to expect it, upon entering the program or starting the contract. Bidders should also take into consideration the information and questions contained in the Evaluation Criteria in preparing the Implementation Plan and Schedule.

**Maximum** **Length**:

#### REFERENCES

**Instructions**: On the following pages are the templates that Bidders must use to provide references. Bidders are to provide a list of 5 references. References must be satisfactory as deemed solely by County. Services or goods provided by Bidder to the references should have similar scope, volume and requirements to those outlined in these specifications, terms and conditions.

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

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

The County may contact some or all of the references provided in order to determine Bidder’s performance record on work similar to that described in this request. The County reserves the right to contact references other than those provided in the Response and to use the information gained from them in the evaluation process.

**REFERENCES**

RFP No. 901885 – Refugee Social Integration Services

Bidder Name:

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

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

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

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

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

#### EXCEPTIONS AND CLARIFICATIONS

**Instructions**: On the following page is the **Exceptions and Clarifications** form. Bidders must use this form to identify any and all exceptions and/or clarifications to the RFP and associated Bid Documents.

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

**EXCEPTIONS AND CLARIFICATIONS**

RFP No. 901885 – Refugee Social Integration

Bidder Name:

List below requests for exceptions and clarification, if any, to the RFP and associated Bid Documents, and submit with your bid response.

The County is under no obligation to accept any exceptions and clarifications and such exceptions and clarifications may be a basis for bid disqualification.

|  |  |
| --- | --- |
| **Reference to:** | **Description** |
| Page No. | Section | Item No. |  |
| **p. 23**EXAMPLE | **D** | **1.c.** | ***Vendor takes exception to…*** |
|       |       |       |       |
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\*Use additional pages as necessary

#### SLEB INFORMATION SHEET

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

SLEB certification must be complete at the time for bid submittal for SLEB primes and SLEB subcontractor(s).

* For SLEB Subcontracting Questions: Please contact the General Services Agency-Office of Acquisition Policy - Ratha Chuon, ratha.chuon@acgov.org, (510) 208-9617.
* For questions/information on SLEB certification including requirements, please contact the Auditor-Controller Agency, Office of Contract Compliance & Reporting – SLEB Certification Unit at (510) 891-5500.

SMALL LOCAL EMERGING BUSINESS (SLEB)

INFORMATION SHEET

**RFP No. 901885 – Refugee Social Integration Services**

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

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

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

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

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

|  |
| --- |
| **[ ]  BIDDER IS A CERTIFIED SLEB (sign at bottom of page)****SLEB BIDDER Business Name:** **SLEB Certification #:       SLEB Certification Expiration Date:** **NAICS Codes Included in Certification:**  |

**OR**

|  |
| --- |
| **[ ]  BIDDER IS NOT A CERTIFIED SLEB and will subcontract      % with the SLEB named below for the following goods/services:** **SLEB Subcontractor Business Name:** **SLEB Certification #:       SLEB Certification Expiration Date:** **SLEB Certification Status: [ ]  Small / [ ]  Emerging** **NAICS Codes Included in Certification:** **SLEB Subcontractor Principal Name:** **SLEB Subcontractor Principal Signature:** ✍ **Date:**  |

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

Bidder Printed Name/Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Street Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_City\_\_\_\_\_\_\_\_\_\_\_\_\_State\_\_\_\_\_\_ Zip Code\_\_\_\_\_\_

Bidder Signature: ✍ Date:

#### CREDENTIALS

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidders are to provide proof of any permits, licenses, and/or professional credentials necessary to supply product and perform services as specified in this RFP.

#### INSURANCE REQUIREMENTS

Insurance certificates are not required at the time of submission; however, by signing the Bid Response Packet, the Bidder agrees to meet the minimum insurance requirements prior to award. Insurance documentation must be provided to the County, prior to award, and include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.

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

see next page for county of alameda

minimum insurance requirements

EXHIBIT C

COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS

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

|  |  |
| --- | --- |
| **TYPE OF INSURANCE COVERAGES** | **MINIMUM LIMITS** |
| **A** | **Commercial General Liability**Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability, Abuse, Molestation, Sexual Actions, and Assault and Battery | $1,000,000 per occurrence (CSL)Bodily Injury and Property Damage |
| **B** | **Commercial or Business Automobile Liability**All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities | $1,000,000 per occurrence (CSL)Any AutoBodily Injury and Property Damage |
| **C** | **Workers’ Compensation (WC) and Employers Liability (EL)**Required for all contractors with employees | WC: Statutory LimitsEL: $1,000,000 per accident for bodily injury or disease |
| **D** | **Professional Liability/Errors and Omissions**Includes endorsements of contractual liability | $1,000,000 per occurrence$2,000,000 aggregate |
| **E** | **Directors and Officers Liability**Including Employment Practices Liability | $1,000,000 per occurrence |
| **G** | **Endorsements and Conditions**:ADDITIONAL INSURED: County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees, volunteers, and representatives are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor’s insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 if a later edition is used). Auto policy shall contain, or be endorsed to contain additional insured coverage for the County.1. **DURATION OF COVERAGE:** All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained and evidence of insurance must be provided during the entire term of the Agreement and for at least five (5) years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. If coverage is cancelled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Contractor must purchase “extended reporting” coverage for a minimum of five (5) years after completion of work. Proof of workers’ compensation insurance coverage is not required if contractor provides a signed Workers Compensation Written Declaration of Compliance.
2. **REDUCTION OR LIMIT OF OBLIGATION:** All insurance policies, including excess and umbrella insurance policies, shall be primary and non-contributory coverage at least as broad as ISO CG 20 10 04 13 as respects the County, its officers, officials, employees, or volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Contractor’ insurance and shall not contribute with it. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor’s contractual obligation to indemnify and defend the Indemnified Parties.
3. **INSURER FINANCIAL RATING:** Insurance shall be maintained through an insurer with an A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise acceptable by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor’s insurance by County shall not relieve or decrease the liability of Contractor hereunder. Self-insured retentions must be declared and approved. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. The policy language shall provide or be endorsed to provide, that the self –insured retention may be satisfied by either the named insured or County.

SUBCONTRACTORS: Contractor shall include all subcontractors as an insured (covered party) under its policies or shall verify that the subcontractor, under its own policies and endorsements, has complied with the insurance requirements in this Agreement, including this Exhibit. 1. **JOINT VENTURES:** If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods:
* Separate insurance policies issued for each individual entity, with each entity included as a “Named Insured” (covered party), or at minimum named as an “Additional Insured” on the other’s policies. Coverage shall be at least as broad as in the ISO Forms named above.
* Joint insurance program with the association, partnership or other joint business venture included as a “Named Insured”.
1. **CANCELLATION OF INSURANCE:** Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice of cancellation provided to the County in accordance with policy terms and conditions.
2. **CERTIFICATE OF INSURANCE**: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of insurance and applicable insurance endorsements as set forth in the provisions of this Agreement and this Exhibit C, in forms satisfactory to County, evidencing that all required insurance coverage is in effect. However, failure to obtain the required documents prior to the work beginning shall not waive the Contactor’s obligation to provide them. The County reserves the right to require the Contractor to provide complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
 |

Certificate C-4d\_CBO Services Page 1 of 1 Form 2001-1 (Rev. 8/14/19)