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

* The format of this RFP has been simplified.
* Only the following pages require signatures:
1. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#BidderAcceptance) page
	1. [Must be signed by Bidder](#BidderAcceptance)
2. Exhibit A – Bid Response Packet, [SLEB Partnering 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.

COUNTY OF ALAMEDA

Health Care Services Agency (HCSA)

REQUEST FOR PROPOSAL No. HCSA-900418

**for**

Asian American/Native Hawaiian/Pacific Islander (AANHPI) and Refugee/Asylee Innovative Mental Health Pilot Projects

|  |  |
| --- | --- |
| **Bidders Conference #1****April 23, 2018****9:30 AM****Alameda County Public Health Department****1000 Broadway, Suite 500****Conference Room 5000B****Oakland, CA 94612** | **Bidders Conference #2****April 24, 2018** **2:00 PM****Alameda County Health Care Services Agency****1000 San Leandro Blvd, Suite 200****Conference Room 200 A & B****San Leandro, CA 94577** |
| Additional Information: Free parking is available at the San Leandro Bidders Conference. Please allow enough time for parking at metered street parking or public parking lot and entry into secure building at the Oakland Bidders Conference. Both Bidders Conferences are accessible to BART. |
| **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:** **Andrea Dodge, Program Specialist** **Phone Number: (510) 667-7414** **E-mail Address: Andrea.Dodge@acgov.org** |

 **RESPONSE DUE**

by

**2:00 p.m.**

On

**May 23, 2018**

at

**Alameda County, Health Care Services Agency**

 **1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

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

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COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. HCSA-900418

SPECIFICATIONS, TERMS & CONDITIONS

 for

**Asian American/Native Hawaiian/Pacific Islander (AANHPI) and Refugee/Asylee**

**Innovative Mental Health Pilot Projects**

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EXHIBIT B - INSURANCE REQUIREMENTS

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms and conditions for Alameda County Health Care Services Agency (hereafter HCSA or the County) in this Request for Proposals (RFP) to seek proposals from qualified behavioral health providers with experience serving Asian American/Native Hawaiian/Pacific Islander (AANHPI) and Refugees/Asylees to design, develop, and pilot culturally responsive and linguistically appropriate strategies in engagement, improved access to integrated behavioral health and primary care services, and capacity building through cross training of mental health providers and community based providers.

The purpose of this project is to serve AANHPI and Refugee/Asylee residents of Alameda County who are consumers of mental health services and/or substance use disorder programs, their family members, and/or individuals of any age who are currently under-served by mental health services due to language and cultural barriers.

The County intends to award multiple eighteen (18) month contracts to the Bidder(s) selected as the most responsible Bidder(s) whose response conforms to the RFP, meets the County’s requirements, and whose proposal presents the greatest value to the County, all evaluation criteria considered.

A total amount not to exceed $2,000,000 may be available during the contract term to cover all of the target populations specified in this RFP. Individual Bids should not exceed the allocation total for each Target Population proposed and specified the Scope Section below.

Selected projects will be implemented over the eighteen (18) month contract period. Contractor will submit a final product, usable for other providers serving similar populations. Innovative Grant Project funding is not intended for on-going services and will end after the eighteen (18) month implementation period.

## BACKGROUND

**Alameda County Health Services Agency (HCSA)** is the health authority in Alameda County whose mission is to provide fully integrated health care services to its residents. These services are provided through a comprehensive network of public and private partnerships that ensure optimal health and well-being and respect the diversity of all residents. HCSA recognizes that to achieve this mission, it must develop high quality services and operations that are consistent with any changes in relevant economic and policy environments.

**Behavioral Health Care Services (BHCS)** is a department of HCSA and is the Medi-Cal mental health plan for Alameda County. Mental health services are provided to eligible children, youth, and their families by a combination of both community-based and county-operated programs. These programs deliver services in clinics, homes, schools, day care centers, group homes, juvenile justice settings, and residential placements.

BHCS completed a consultation report in 2017 on the AANHPI Utilization of Mental Health Services (see Supplement 1). This report reviewed Alameda County demographic data and BHCS utilization data, gathered input from AANHPI consumers and family members, and interviewed stakeholders and providers of services to the AANHPI community.

Asian Americans are often considered the “Model Minority” in the United States: hard-working, high-achieving academically, and successful. With such stereotypes, some may expect low prevalence rates of mental illness and low utilization rates of mental health services among AANHPI (Supplement 1: AANHPI Mental Health Services Utilization Report, 2017).

However, data gathered from the 2000 Census and released by the California Department of Mental Health showed that prevalence rates for Asian Americans were similar to the general population. For example, 7.18% of Asian youths and 7.67% of Pacific Islander youths were estimated to have a serious emotional disturbance compared to 7.51% of the total youth population in California. Moreover, 5.6% of Asian adults and 7% of Pacific Islanders adults were estimated to suffer from serious mental illness, compared to 6.25% of the total adult population in California (California Department of Mental Health, 2000).

Center for Disease Control (CDC) data showed that AANHPI women ages 65 and over consistently had the highest suicide rate in 2006 (6.9% vs. non-Hispanic White ranked second at 4.3%) and in 2007 (5.2% vs. non-Hispanic White ranked second at 4.4%), compared to all other racial groups. Moreover, in 2006 and 2007, API females ages 15 to 24 ranked second among all racial groups in completed suicide rate at 4% and 3.8% respectively.

The data is even more revealing when the leading causes of deaths for AANHPIs are examined. In 2007, according to the CDC, suicide was the third leading cause of death for AANHPIs ages 10 to 14 and the second leading cause of death for ages 15 to 34. In particular, suicide is alarmingly common among NHPI youths. The 2009 CDC national survey showed that 19.2% of NHPI adolescents had reported suicidal ideation, 13.2% made suicide plans, and 11.9% attempted suicide in the previous year (Asian & Pacific Islander American Health Forum, 2010).

Despite comparable or higher prevalence rates of mental illness than other ethnic groups, the utilization rates of mental health services remain low for AANHPIs in Alameda County.

**Mental Health Services Act (MHSA) Innovation Funding**

Contracts that result from this RFP will be funded with Mental Health Services Act (also known as MHSA or Proposition 63) Innovative (INN) funding. MHSA Innovative funding is intended to provide mental health systems with an opportunity to learn from innovative approaches. Innovation Grant Program funding is not designed to support existing or ongoing programs or services, but rather to provide the system with innovative demonstration projects that will support system change and improve client/consumer outcomes.

An Innovation Project is a short term pilot project that contributes to learning, rather than having a primary focus on providing a service. Innovation Projects can contribute to learning at any point across the spectrum of an individual or family’s needs relating to mental health, from prevention and early intervention to recovery supports.

## SCOPE/SPECIFIC REQUIREMENTS

Bidders including community based providers of primary care, mental health and other social services may submit an Innovation Proposal that introduces a novel, creative approach to a variety of mental health practices. Qualified bidders will propose, develop, and implement projects using the Grant Project Categories, Service Population and Allocation criteria as described below.

Selected awarded Bids will be funded for an 18-month contract period, with the expectation that each contractor will submit a report of findings and project deliverables by the end of that period.

The Innovations Round 5 (INN 5) projects will serve individuals of AANHPI heritage and Refugees/Asylees of any age who are currently under-served by public mental health services due to language and cultural barriers, their family members and providers.

The priority population for this RFP includes individuals residing in Alameda County who identify themselves as being part of the following communities:

* Large size Asian Ethnic Groups from countries including China, Japan, Taiwan, Korea, Mongolia, and the Philippines;
* Native Hawaiians / Pacific Islanders;
* Emerging Asian Ethnic Groups: Asian communities under 30% of Alameda County population, as follows:
* South Asian including Bangladesh, India, Sri Lanka, Nepal, Pakistan and Bhutan;
* Southeast Asian including Vietnam, Cambodia, Laos (including the Hmong), Myanmar, Karen, Thailand, Malaysia and Brunei
* Refugees and Asylees: defined as an individual who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his/her nationality, and is unable to or, owing to such fear, unwilling to avail himself/herself of the protection of that country.

**TABLE 1: INN 5 Project Summary Chart**

| **Grant Project Category** | **Participant Group** | **Funding Per Project** | **Maximum # Projects per Participant Group** | **Deliverables** |
| --- | --- | --- | --- | --- |
| **I. Community Driven Stigma Reduction Strategies:** Cultural specific, age based, community based mental health education and promotion of mental health and wellness. | 1. Children/ Youth & Families |  $100,000  | 2 | Intergenera-tional Family outreach & engagement strategies |
| 2. TAY |  $100,000  | 2 | Social media/ Texting outreach & engagement strategies |
| 3. Adults |  $100,000  | 2 | Outreach and engagement strategies to community / spiritual leaders |
| 4. Older Adults |  $100,000  | 2 |
| **Community Driven Stigma Reduction Subtotal** |  | **$800,000**  | **8** |   |
| **II. Community Interpretation Team:**  Pilot projects with community based interpretation team with clinician, interpreter, and community outreach staff. | 1) Emerging Asian: Lao, Mien, Burmese Mongolian, Cambodian, etc. | $150,000 | 2 | Training Curriculum; interpretation team program design  |
| 2) Native Hawaiian and other Pacific Islander: Native Hawaiian, Samoan, Tongan, etc. | $150,000 | 1 |
| 3) Refugees and/or Asylees | $150,000 | 2 |
| **Community Interpretation Team Subtotal:** |  | **$750,000** | **5** |  |
| **III. Cultural Cross Training for Holistic Wellness Provider Teams:** Total 5 Pilot Projects | Emerging Asian: Lao, Mien, Burmese Mongolian, Cambodian, etc. | $75,000 | 2 | Provider Cross Training Program Design |
| 1) Behavioral health provider will be trained by CBO to provide culturally and linguistic appropriate services. | NH/PI: Native Hawaiian, Samoan, Tongan, etc. | $50,000 | 2 |
| 2) Community based organization with extensive connection and cultural and language expertise will be trained in providing holistic behavioral health services | Non-API Refugees | $75,000 | 2 |
| 3) BHCS ACCESS Language Line | API Language Line Callers | $50,000 | 1 | Referral & Engagement Toolkit |
| **III. Cultural Cross Training for Holistic Wellness Provider Teams Subtotal:** | **$450,000** | **$450,000** | **7** |  |
| **TOTAL FUNDING FOR ALL PROJECTS** |  | **2,000,000** |  **20** |  |

The selected awarded Bidders will target individuals in the priority populations including: any individuals from the AANHPI and Refugees/Asylees populations who are at risk of mental illness, including any individual at risk of early onset of serious mental illness; children and youth at risk for school failure and/or juvenile justice involvement; and stressed families, especially those with children ages zero to five and recent Refugees and Asylees of all ages including:

* Children and youth (age 0-18) and their family;
* Transitional Age Youth (age 16-24);
* Adults (ages 18-59 years);
* Older Adults (ages 60+).

Bidders must serve the various communities, as listed in this RFP, within the priority population(s) they are applying to serve. Bidders should specify the priority population(s) for which they are applying as well as any specific groups or subgroups within the population(s) they intend to serve as part of program services. Bidders must provide a clear rationale including data and other information to demonstrate the needs in the priority population(s) for which they are applying.

Successful Bidders will demonstrate knowledge, experience and understanding of the needs, issues and challenges faced by the priority populations. Bidders should identify strategies to address barriers faced by the priority populations and demonstrate experience in supporting clients. Services and supports should be culturally and linguistically appropriate. The Selected Awarded Bidder(s) shall have the cultural competency required to successfully serve the priority populations. This competency spans not just race/ethnicity and language capacity, but should include an understanding of and ability to reflect clients’ shared experience, existing and emerging community and organizational strengths, and the unique experiences of community members as they relate to gender and sexual orientation, race, age, exposure to trauma, immigration experience, mental health status, socioeconomic status, and other risk and protective factors.

The selected Bidder(s) should be willing to perform the following activities during the contract term:

* + 1. Promote innovative approaches to behavioral health in one of the following ways:
1. Introduce a new application or technology tool to behavioral health practice. In other words, it has *not* previously been used in the behavioral health field;
2. Adapt an existing mental health strategy within the behavioral health practice to serve a new population in a different setting, OR
3. Modify the use of an existing mental health practice/strategy to be utilized in a practice from another field, to be used for the first time in behavioral health.
	* 1. The projects must also have the following attributes:
4. A learning component, which will contribute to the body of knowledge about behavioral health.
5. A focus on improving some aspect of the behavioral health system and/or behavioral health service delivery;
6. A time-limited pilot scope. Projects must be completed within 18 months or less. The 18 months includes any start up and completion of required reports and final deliverables to BHCS.

INN 5 CATEGORIES

This RFP includes three categories, each covering one area. **Bidding organizations are invited to bid on any or all of the categories.** Bidders may either bid on one or more than one target population within each category. Bidding organizations may choose to subcontract with another entity in submitting a bid response for one or more categories, or they may submit one independently. **Bidders choosing to bid on multiple categories must submit a separate bid response packet for each category (see Exhibit A—Bid Response Packet, Required Documentation and Submittals below). Failure to submit a separate, complete bid response packet for each category proposed may be grounds for bid disqualification.** **Each category shall be evaluated separately in accordance to the Evaluation Criteria outlined in Section III.H. of this RFP.**

The Round Five Innovation (INN 5) Grant cycle will fund development of innovative, culturally responsive pilot projects to improve access to mental health services, increase health outcomes, and decrease stigma and discrimination for AANHPI and Refugees/Asylees. The INN 5 funding categories (below) address the needs and issues which emerged from the AANHPI Mental Health Services Utilization Report.

* **INN 5 Grant Project Category #1:** AANHPI and Refugee/Asylee Community Stigma Reduction Campaign ($800,000 maximum funding)
* **INN 5 Grant Project Category #2:** Community Mental Health Interpretation Team ($750,000 maximum funding)
* **INN 5 Grant Project Category #3:** Holistic Wellness & Cross-Cultural Training for Community-Based Providers ($450,000 maximum funding)
1. **INN 5 Grant Project Category #1. AANHPI and Refugee/Asylee Community Stigma Reduction Campaign**

Total funding Allocation: $800,000

BHCS is seeking to fund up to eight (8) total projects. Total funding for the Community Stigma Reduction Campaign category is $800,000.

Bidders may propose a project in one or more of the sub-populations listed below. Selected awarded Bidders(s) will design, develop and implement a culturally responsive stigma reduction community education campaign on mental wellness and access to mental health services.

Each project must answer the following Innovative Learning Question:

How does the culturally-defined, community-centered program decrease stigma and increase engagement and increase utilization of behavioral health services for individuals belonging to under-served AANHPI communities, their families and providers?

Service Sub-Populations:

1. Children and Youth (ages 0-18) and their family members who are currently served by an Alameda County mental health program and/or providers. Total funding for this service population is $200,000. Up to two projects may be funded.

Project Strategies:

Develop and implement an intergenerational family based community education campaign for AANHPI and Refugee/Asylee youth and families in innovative and creative ways that counter-act stigma and promote utilization of existing mental health services. Outreach, education and engagement should use language and culturally appropriate messaging to emerging AANHPI or Refugee/Asylee communities that are underserved due to language and cultural barriers.

Requirements for each project:

1. Community education campaign to consumers/clients and intergenerational family members.
2. Documented outreach strategies working with clients and intergenerational family members.
3. Transition-Age Youth (ages 16-24) who are currently served by an Alameda County mental health program, their family members and providers. Total funding for this service population is $200,000. Up to two projects may be funded.

Requirements for each project:

1. Community education campaign through social media, phone apps, and/ or texting.
2. Documented outreach strategies utilizing texting, social media and phone apps.
3. Adults (ages 18-59) who are currently served by an Alameda County mental health program, their family members and providers. Total funding for this service population is $200,000. Up to two projects may be funded.

Requirements for each project:

i. Implement a community education campaign for AANHPI and/or Refugee/Asylee adults through outreach to community gatekeepers and/ or faith based/ spirituality practices.

ii. Documented outreach strategies with AANHPI gate keeper contacts and referral list.

1. Older Adults (ages 60+) who are currently served by an Alameda County mental health program, their family members and providers. Total funding for this service population is $200,000. Up to two projects may be funded.

Requirements for each project:

i. Implement a community education campaign for AANHPI and/or Refugee/Asylee older adults through outreach to community gatekeepers and/ or faith based/ spirituality practices.

ii. Documented outreach strategies with AANHPI and/or Refugee/Asylee gate keeper contacts and referral list.

**2) INN 5 Grant Project Category #2. Community Mental Health Interpretation Team**

Total funding Allocation: $750,000

BHCS is seeking to fund up to five (5) total projects. Total funding for the Community Mental Health Interpretation Team Category is $750,000.

Bidders may propose a project in one or more of the sub-populations listed below. Service Sub-Populations include individuals of any age belonging to one or more of the following AANHPI and/or Refugee/Asylee communities[[1]](#footnote-1):

1. Emerging Asian: Total funding for this service population is $300,000. Up to two (2) projects may be funded.
2. Emerging NH/PI: Total funding for this service population is $150,000. One (1) project may be funded.
3. Refugees/Asylees: Total funding for this service population is $300,000. Up to two (2) projects may be funded.

The AANHPI Mental Health Services Utilization Report indicates that language and cultural barriers present significant challenges for many AANHPI to access mental health services. The intent of the INN 5 Category #2, Community Mental Health Interpretation Team is to implement a collaborative community based mental health interpretation provider team that would address the need for outreach and engagement while providing mental health services in a culturally responsive and linguistically appropriate manner with the target population.

The selected awarded Bidder(s) will implement a pilot Community Mental Health Interpretation Team which will train each team member and provide culturally responsive mental health based services for target population. The team will include: 1) a mental health clinician; 2) a bilingual/ bicultural community peer specialist; and 3) an interpreter to provide culturally responsive and linguistic appropriate services to service population.

The mental health clinician will collaborate with the interpreter and community peer specialist to provide culturally responsive mental health services. The community peer specialist will conduct outreach and engage at-risk community members. The interpreter should be trained in mental health concepts to support the clinician in communications with consumers and family members.

The selected awarded Bidder will design and develop a Provider Training Curriculum to support the team as well as consumers, family members, and other providers. The curriculum will include:

* Clinician, Interpreter, And Community Peer Specialist: Roles And Responsibilities
* Providing Interpretation in a Mental Health Culture and Settings
* The DSM and Mental Health Diagnosis and Treatment
* Interpreter, Mental Health Provider, and Community Peer Specialist Partnership
* Clinician/Consumer/Interpreter Triad
* Practicum Experience
* Observation-Supervision Approach
* Provision Of Cultural Responsive Services for AANHPI And Refugees/ Asylees
* Interpreter Protection and Personal Growth

The Provider Training Curriculum shall be submitted in soft copy (MS Word) and on DVD, or online format.

Each project must answer the following Innovative Learning Question:

How does the use of a community based mental health interpretation team improve access and utilization of mental health services for AANHPI consumers and family members?

1. **INN 5 Grant Project Category #3. Holistic Wellness & Cultural Cross Training for Community Based Providers**

Total Funding Allocation: $450,000

BHCS is seeking up to a total of seven (7) projects. Bidders may propose a project in one or more of the four sub-populations listed below. Sub-populations to be served include individuals of any age belonging to one or more AANHPI and Refugee/Asylee communities[[2]](#footnote-2):

1. Emerging Asian: Total funding is $150,000. Up to two (2) projects may be funded.
2. NH/PI: Total funding $100,000; $50,000 per project. Up to two (2) projects may be funded.
3. Refugees and Asylees: Total funding $150,000; $75,000 per project. Up to two (2) projects may be funded.
4. API Language Line: Total funding is $50,000. One (1) project may be funded.

The AANHPI Mental Health Utilization Report (Supplement 1) indicates that for AANHPI communities, the gateway to receiving mental health support may lie in areas outside of mental health, including needs in social service, language development and/or citizenship acquisition, employment attainment, etc. This pilot project is intended to empower consumers and family members to increase wellness and resiliency. The selected awarded bidder will connect clients to holistic services, including supporting clients in system navigation (i.e., Medi-Cal and other benefits), mental health, substance use, and other social services through holistic, cultural and spiritual practices.

Target Populations A, B, and C

INN5 Funding Category #3, Holistic Wellness and Cultural Cross Training for Community Based Providers will fund two providers: 1) a community based / peer organization with cultural background, language expertise and experience in engaging with the service population and 2) a BHCS contracted behavioral health provider to engage in bi-directional training and build capacity for each provider.

The Community/Peer provider (#1) will train the Behavioral Health provider (#2) to increase understanding of the target population and improve engagement with consumers/ family members, and increase practice of culturally responsive services.

The Behavioral Health provider (#2) will train the Community/ Peer provider to increase understanding of mental health issues and improve engagement of consumers/ family members in mental health services.

Provider Teams will conduct outreach, engagement, and education to promote mental health wellness and referrals to existing mental health services.

Each project must answer the following Innovative Learning Question:

1) How do community based experts and behavioral health providers collaboratively engage in cross-training to build capacity in cultural responsive practices and holistic mental wellness to increase cultural and behavioral health competency?

Target Population D

The selected awarded Bidder will work with BHCS Staff and the API Language ACCESS Line to develop a Referral and Engagement Toolkit for BHCS to:

1) Improve access to services for AANHPI Language Line callers, including engagement strategies with monolingual consumers and family members; and

2) Improve the ACCESS referral process to appropriate behavioral health services for AANHPI and Refugees/Asylees.

Each project must answer the following Innovative Learning Questions:

2) How could the BHCS AANHPI Language Line engage with consumers and family members from AANHPI and Refugee/Asylee communities to improve their engagement with and access to BHCS mental health services?

NOTE: All technology tools or applications should be HIPAA compliant and able to meet the highest level of confidentiality necessary to safeguard the protected health information of consumers.

## BIDDER QUALIFICATIONS

Bidding organizations may choose to subcontract with another entity in submitting a bid response for one or more categories, or they may submit one independently.

To be eligible to participate in this RFP if submitting a bid independently, Bidder must meet the following Bidder Minimum Qualifications:

1. Bidder shall be regularly and continuously engaged in the business of providing services related to those in this RFP such as health, counseling, or case management to the identified community for at least two (2) years.
2. Bidder must demonstrate access to clients of behavioral health services similar to the Target Population being proposed who can willingly participate in the testing and feedback of regarding the program or application prior to public launch.
3. Bidder shall possess all permits, licenses and professional credentials necessary to perform services as specified under this RFP.
4. Bidder shall demonstrate understanding of and experience with the needs of the Priority Population as described in the Scope.

To be eligible to participate in this RFP subcontracting with another entity in submitting a bid response for one or more categories, Bidder and/or Subcontractor must meet the following Bidder Minimum Qualifications:

1. Bidder ***or*** Subcontractor shall be regularly and continuously engaged in the business of providing services related to those in this RFP such as health, counseling, or case management to the identified community for at least two (2) years.
2. Bidder ***or*** Subcontractor must demonstrate access to clients of behavioral health services similar to the Target Population being proposed who can willingly participate in the testing and feedback of regarding the program or application prior to public launch.
3. Bidder ***and*** Subcontractor shall possess all permits, licenses and professional credentials necessary to perform services as specified under this RFP.
4. Bidder ***and*** Subcontractor shall demonstrate understanding of and experience with the needs of the Priority Population as described in the Scope.

Please note that, according to California Department of Mental Health regulations, clinical services MAY NOT be subcontracted to an organizational provider that is subject to Medi-Cal settlement requirements.

Bidders are eligible to participate in the RFP process if they meet the Bidder Minimum Qualifications. The County will disqualify proposals that do not demonstrate that Bidder meets the specified Bidder Minimum Qualifications, and these disqualified proposals will not be evaluated by the County Selection Committee (CSC)/Evaluation Panel and will not be eligible for contract award under this RFP.

## DELIVERABLES / REPORTS

Deliverables are required (1) for all projects, and (2) separately for each Category, as follows:

**All Projects:**

| **Deliverables for All Projects** | **Measures** |
| --- | --- |
| 1. API client utilization data to demonstrate prevalence, service gap, and need | Behavioral health services utilized; prevalence rate, barriers in access services. |
| 2. Final Evaluation report  | Effectiveness of strategies |
| 3. Final Sustainability Plan  | Sustainability with potential for Medi-Cal reimbursement |
| 4. Provider Training Curriculum or Program design | Replicable provider training or program design  |

***Ability to Track Data and Outcomes (all projects)***

The awarded Contractors shall track data and outcomes for the purpose of reporting and for continuous quality improvement of services. Contractor shall comply with any reporting and evaluation requirements set forth by HCSA under the Innovations Program. If required, County will provide technical training and support to the Contractor.

Note: All project deliverables (i.e.,Training Curriculum, Program Design, or ACCESS API Language Line Referral/ Engagement Toolkit) developed in the project will be public domain and/or open-source and made available free-of-charge to any interested individuals and agencies. Developers must provide technical support to users for a defined period after the application is made available to the public.

Reporting shall include:

* + 1. Innovation Demographic Data on participants as per INN regulations (Quarterly Reports)
		2. Final INN Evaluation Report (at project completion), including evaluation of effectiveness of the strategy(ies) in achieving project goals, with measures of effectiveness and data sources to be used.
		3. Final Sustainability Plan to continue providing behavioral health services for INN project participants including capacity for Medi-Cal reimbursement billing. Note: INN funds will not be available beyond 18 months of implementation.
		4. Final Provider Training Curriculum or Program Design for replication with other providers. Final program design will be field tested with providers with documented feedback on program effectiveness.

 **Category 1 - AANHPI and Refugee/Asylee Stigma Reduction Campaign**

* **Children/ Youth and Family:** Documented Age Based, Culturally Responsive Mental Health Community Education Campaign to target AANHPI and Refugee/Asylee intergenerational families to decrease mental health stigma and increase engagement with mental health services.
* **TAY:** Documented Culturally Responsive Mental Health Community Education Campaign and outreach and engagement strategies using social media, texting and/or phone apps, to decrease mental health stigma and increase engagement with mental health services for AANHPI and Refugee/Asyleetransitional age youth.
* **Adults:** Documented Age Based Culturally Responsive Mental Health Community Education Campaign engaging with spiritual and/or community based leaders to target AANHPI and Refugee/Asylee adults, to decrease mental health stigma and increase engagement with mental health services; list of gate keeper contacts and referral sources.
* **Older Adults:** Documented Age Based Culturally Responsive Mental Health Community Education Campaign engaging with spiritual and/ or community based leaders to target AANHPI and Refugee/Asylee adults, to decrease mental health stigma and increase engagement with mental health services; list of gate keeper contacts and referral sources.

**Category 2 - Community Mental Health Interpretation Team:**

The community based interpretation team should include a mental health clinician, interpreter, and community peer specialist to conduct outreach. The final Provider Training Curriculum should be field tested with providers with documented feedback on program effectiveness.

Final Provider Training Curriculum shall be submitted in MS Word and on DVD or online format.

Quarterly reports shall include disaggregated data on AANHPI utilization of mental health services to indicate prevalence, access to services, and mental health needs.

**Category 3 - Holistic Wellness & Cultural Cross-Training for Community-Based Providers:**

**Target populations A, B and C, Provider Teams:** Program design for cross-training between community based cultural expert and a mental health agency.

**Target population D, ACCESS Line:** BHCS AANHPI Language Toolkit shall include 1) Baseline assessment of BHCS AANHPI Language Line; 2) Recommendations to improve access for AANHPI and Refugee consumers; 3) Culturally responsive engagement and referral process for AANHPI and refugee consumers.

# CALENDAR OF EVENTS

| **EVENT** | **DATE/LOCATION** |
| --- | --- |
| Request Issued | April 13, 2018 |
| Written Questions Due | by 5:00 p.m. on April 24, 2018 |
| Networking/Bidders Conference #1 | April 23, 2018@ 9:30 AM | At: Alameda County Public Health Department1000 Broadway, Suite 500Conference Room 5000BOakland, CA 94612 |
| Networking/Bidders Conference #2 | April 24, 2018 @ 2:00 PM | At: Alameda County Health Care Services Agency1000 San Leandro Blvd, Suite 200Conference Room 200 A & BSan Leandro, CA 94577 |
| Addendum Issued | May 9, 2018 |
| Response Due | May 23, 2018 by 2:00 p.m. |
| Evaluation Period | May 24 – June 20, 2018 |
| Vendor Interviews (Optional) | June 15-20, 2018 |
| Board Letter Recommending Award Issued | September 4, 2018 |
| Board Consideration Award Date | September 18, 2018 |
| Contract Start Date | October 1, 2018 |

**Note**: Award and start dates are approximate.

## NETWORKING / BIDDERS CONFERENCES

* + 1. 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.
		2. All questions will be addressed, and the list of attendees will be included, in an RFP Addendum following the networking/Bidders conference(s).
		3. By attending one of the networking/bidders conference(s) potential Bidders will have the opportunity to further facilitate subcontracting relationships. Vendors who attend a networking/bidders conference will be added to the Vendor Bid List to be included in subsequent Addendum.

# 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 (Completeness of Response, Financial Stability, and Debarment and Suspension) 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 the areas of health and housing, mental health and/or SUD services for justice-involved adults. The CSC will score and recommend a Contractor 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 Andrea Dodge, Program Specialist, 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 five hundred fifty (550) points, including the possible fifty (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 presentation and reference checks. The preliminary scoring will be based on the total points, excluding points allocated to references, oral presentation and interview.

If the two-stage approach is used, the three (3) Bidders receiving the highest preliminary scores and with at least 200 points will be invited to an oral presentation and 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 a mandatory requirement this score will 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. |

**Bidders choosing to bid on multiple categories must submit a separate bid response packet for each category (see Exhibit A—Bid Response Packet, Required Documentation and Submittals below). Failure to submit a separate, complete bid response packet for each category proposed may be grounds for bid disqualification. Each category shall be evaluated separately in accordance to the Evaluation Criteria outlined below.**

The Evaluation Criteria and their respective weights are as follows. Each category of services shall be evaluated separately in accordance with the Evaluation Criteria outlined below.

**Category 1, AANHPI and Refugee/Asylee Stigma Reduction Campaign:**

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria**  | **Weight** |
|  | **Threshold/Minimum Requirements**  |  |
| **A.** | **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. Responses that are rated a Fail and are not considered may be picked up at the delivery location within 16 calendar days of contract award and/or the completion of the competitive process.  | Pass/Fail |
|  | **Debarment and Suspension:**Bidders are not identified on the list of Federally debarred, suspended or other excluded parties located at [www.sam.gov](http://www.sam.gov). | Pass/Fail |
|  | **References (See Exhibit A – Bid Response Packet)**  | Pass/Fail |
|  | **Ranking Criteria** |  |
| **B.** | **Cost:**The points for Cost will be computed by dividing the amount of the lowest responsive bid received by each Bidder’s total proposed cost.An evaluation will 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 services to be provided?);

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 |
| **C.** | **Relevant Experience:**Proposals will be evaluated against the RFP specifications and the following factors:* Does the Bidder have experience in providing the scope of services described in this RFP or similar services?
* Does the Bidder have experience providing services to the target population, including AANHPI and Refugee/Asylees?
* Does the Bidder have organizational capacity to administer the funding and provide mental health and other community resources successfully to clients?
* Do the personnel assigned to this program have experience on or the abilities to conduct similar projects (e.g. language capacity and providing culturally responsive services)?
* Does Bidder have a history of successful outcomes on similar projects?
* Does Bidder demonstrate ability to input and maintain required data in the County-designated data collection and reporting system in compliance with security standards?
* Does Bidder demonstrate previous experience with conducting a culturally responsive community education or outreach campaign?
 | 35 Points |
| **D.** | **Description of Proposed Services:** An evaluation will be made of the quality of proposed services and deliverables, including how the services proposed will integrate with community based services and how the proposed project will promote innovative approaches to behavioral health in one of the following ways: 1. Introducing a new technology tool to behavioral health practice. In other words, it has *not* previously been used in behavioral health field;
2. Adapting an existing mental health strategy within the behavioral health practice to serve a new population in a different setting, OR
3. Modifying the use of an existing mental health practice/ strategy to be utilized in a practice from another field, to be used for the first time in behavioral health.

Bidder will be evaluated on the proposed implementation plan and schedule that will meet County requirements and specifications as outlined in the RFP, including a start date of within a month of contract execution for services. * Does the Bidder demonstrate a thorough understanding of the purpose and scope of the project and understand the deliverables the County expects it to provide?
* Has Bidder demonstrated that it understands the County’s schedule and can meet it?
* Do the services and deliverables the Bidder proposes to provide under this RFP meet or exceed County requirements?
* Does the proposed project demonstrate that it will decrease stigma among the target population?
* Has the Bidder proposed culturally and linguistically appropriate services (CLAS) standards as described in Supplement 2?
* Does the Bidder identify any limitations or restrictions in providing services that may significantly impact implementation of the contract?
* Does the program design demonstrate how the implementation of the selected activities and strategy(ies) can be used by BHCS?
* Does the Bidder demonstrate a willingness to commit to data collection and reporting using the system developed by the County and any contracted evaluators? Does the Bidder demonstrate a willingness to implement system-wide measures, including a willingness to commit to real-time electronic data sharing?
 | 35 Points |
| **E.** | **Description of Location/Space for Services:** * Is/are the facility(ies) described appropriate and adequate for administration of the INN project, including considerations of engagement with the target population and accessibility?
 | 5 Points |
| **F.** | **Overall Proposal and/or Oral Interview:**Should interviews take place, 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. | 10 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** |
|  | Local Preference: Points equaling five percent (5%) 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. | Five Percent (5%) |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent (5%) 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. | Five Percent (5%) |

 **Category 2: Community Mental Health Interpretation Team**

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria**  | **Weight** |
|  | **Threshold/Minimum Requirements**  |  |
| **A.** | **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. Responses that are rated a Fail and are not considered may be picked up at the delivery location within 16 calendar days of contract award and/or the completion of the competitive process.  | Pass/Fail |
|  | **Debarment and Suspension:**Bidders are not identified on the list of Federally debarred, suspended or other excluded parties located at [www.sam.gov](http://www.sam.gov). | Pass/Fail |
|  | **References (See Exhibit A – Bid Response Packet)**  | Pass/Fail |
|  | **Ranking Criteria** |  |
| **B.** | **Cost:**The points for Cost will be computed by dividing the amount of the lowest responsive bid received by each Bidder’s total proposed cost.An evaluation will 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 services to be provided?);

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 |
| **C.** | **Relevant Experience:**Proposals will be evaluated against the RFP specifications and the following factors:* Does the Bidder have experience in providing the scope of services described in this RFP or similar services?
* Does the Bidder have experience providing services to the target population, including AANHPI and Refugee/Asylees?
* Does the Bidder have organizational capacity to administer the funding and provide mental health and other community resources successfully to clients?
* Do the personnel assigned to this program have experience on or the abilities to conduct similar projects (e.g. language capacity and providing culturally responsive services)?
* Does Bidder have a history of successful outcomes on similar projects?
* Does Bidder demonstrate ability to input and maintain required data in the County-designated data collection and reporting system in compliance with security standards?
 | 35 Points |
| **D.** | **Description of Proposed Services:** An evaluation will be made of the quality of proposed services and deliverables, including how the services proposed will integrate with community based services and how the proposed project will promote innovative approaches to behavioral health in one of the following ways: 1. Introducing a new technology tool to behavioral health practice. In other words, it has *not* previously been used in behavioral health field;
2. Adapting an existing mental health strategy within the behavioral health practice to serve a new population in a different setting, OR
3. Modifying the use of an existing mental health practice/ strategy to be utilized in a practice from another field, to be used for the first time in behavioral health.

Bidder will be evaluated on the proposed implementation plan and schedule that will meet County requirements and specifications as outlined in the RFP, including a start date of within a month of contract execution for services. * Does the Bidder demonstrate a thorough understanding of the purpose and scope of the project and understand the deliverables the County expects it to provide?
* Has Bidder demonstrated that it understands the County’s schedule and can meet it?
* Do the services and deliverables the Bidder proposes to provide under this RFP meet or exceed County requirements?
* Does the Bidder’s referral process, estimate of referral sources, and relationships and connections with other service providers 1) ensure an equitable distribution of clients reflective of the target population and 2) ensure sufficient clients to fully expend available funds during the contract term?
* Does the bidder describe how the treatment team will collaborate to provide culturally appropriate services to clients?
* Does the Bidder demonstrate the ability to develop a Provider Treatment Curriculum?
* Does the Bidder demonstrate ability to connect clients to holistic services, including mental health, substance use, housing/homelessness, and Medi-Cal and other benefits, other social services and culturally responsive practices, whether through its own programs or other service providers?
* Has the Bidder proposed culturally and linguistically appropriate services (CLAS) standards?
* Does the Bidder identify any limitations or restrictions in providing services that may significantly impact implementation of the contract?
* Does the program design demonstrate how the implementation of the selected activities and strategy(ies) can be used by BHCS?
* Does the Bidder demonstrate a willingness to commit to data collection and reporting using the system developed by the County and any contracted evaluators? Does the Bidder demonstrate a willingness to implement system-wide measures, including a willingness to commit to real-time electronic data sharing?
 | 35 Points |
| **E.** | **Description of Location/Space for Services:** * Is/are the facility(ies) described appropriate and adequate for administration of the INN project, including considerations of engagement with the target population and accessibility?
 | 5 Points |
| **F.** | **Overall Proposal and/or Oral Interview:**Should interviews take place, 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. | 10 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** |
|  | Local Preference: Points equaling five percent (5%) 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. | Five Percent (5%) |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent (5%) 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. | Five Percent (5%) |

**Category 3, Holistic Wellness & Cultural Cross-Training for Community-Based Providers:**

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria**  | **Weight** |
|  | **Threshold/Minimum Requirements**  |  |
| **A.** | **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. Responses that are rated a Fail and are not considered may be picked up at the delivery location within 16 calendar days of contract award and/or the completion of the competitive process.  | Pass/Fail |
|  | **Debarment and Suspension:**Bidders are not identified on the list of Federally debarred, suspended or other excluded parties located at [www.sam.gov](http://www.sam.gov). | Pass/Fail |
|  | **References (See Exhibit A – Bid Response Packet)**  | Pass/Fail |
|  | **Ranking Criteria** |  |
| **B.** | **Cost:**The points for Cost will be computed by dividing the amount of the lowest responsive bid received by each Bidder’s total proposed cost.An evaluation will 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 services to be provided?);

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 |
| **C.** | **Relevant Experience:**Proposals will be evaluated against the RFP specifications and the following factors:* Does the Bidder have experience in providing the scope of services described in this RFP or similar services?
* Does the Bidder have experience providing services to the target population, including AANHPI and Refugee/Asylees?
* Does the Bidder have organizational capacity to administer the funding and provide mental health and other community resources successfully to clients?
* Do the personnel assigned to this program have experience on or the abilities to conduct similar projects (e.g. language capacity and providing culturally responsive services)?
* Does Bidder have a history of successful outcomes on similar projects?
* Does Bidder demonstrate ability to input and maintain required data in the County-designated data collection and reporting system in compliance with security standards?
 | 35 Points |
| **D.** | **Description of Proposed Services:** An evaluation will be made of the quality of proposed services and deliverables, including how the services proposed will integrate with community based services and how the proposed project will promote innovative approaches to behavioral health in one of the following ways: 1. Introducing a new technology tool to behavioral health practice. In other words, it has *not* previously been used in behavioral health field;
2. Adapting an existing mental health strategy within the behavioral health practice to serve a new population in a different setting, OR
3. Modifying the use of an existing mental health practice/ strategy to be utilized in a practice from another field, to be used for the first time in behavioral health.

Bidder will be evaluated on the proposed implementation plan and schedule that will meet County requirements and specifications as outlined in the RFP, including a start date of within a month of contract execution for services. * Does the Bidder demonstrate a thorough understanding of the purpose and scope of the project and understand the deliverables the County expects it to provide?
* Has Bidder demonstrated that it understands the County’s schedule and can meet it?
* Do the services and deliverables the Bidder proposes to provide under this RFP meet or exceed County requirements?
* Does the Bidder’s referral process, estimate of referral sources, and relationships and connections with other service providers 1) ensure an equitable distribution of clients reflective of the target population and 2) ensure sufficient clients to fully expend available funds during the contract term?
* Does the Bidder demonstrate ability to connect clients to holistic services, including mental health, substance use, housing/homelessness, and Medi-Cal and other benefits, other social services and culturally responsive practices, whether through its own programs or other service providers?
* Does the proposed project demonstrate that it will decrease stigma among the target population?
* Has the Bidder proposed culturally and linguistically appropriate services (CLAS) standards?
* Does the Bidder identify any limitations or restrictions in providing services that may significantly impact implementation of the contract?
* Does the program design demonstrate how the implementation of the selected activities and strategy(ies) can be used by BHCS?
* Does the Bidder demonstrate a willingness to commit to data collection and reporting using the system developed by the County and any contracted evaluators? Does the Bidder demonstrate a willingness to implement system-wide measures, including a willingness to commit to real-time electronic data sharing?
 | 35 Points |
| **E.** | **Description of Location/Space for Services:** * Is/are the facility(ies) described appropriate and adequate for administration of the INN project, including considerations of engagement with the target population and accessibility?
 | 5 Points |
| **F.** | **Overall Proposal and/or Oral Interview:**Should interviews take place, 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. | 10 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** |
|  | Local Preference: Points equaling five percent (5%) 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. | Five Percent (5%) |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent (5%) 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. | Five Percent (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 HCSA. 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.

## TERM / TERMINATION / RENEWAL

The term of the contract, which may be awarded pursuant to this RFP, will be up to fourteen (14) months, with actual annual funding level and scope of work contingent on funding availability.

## PRICING

Prevailing Wages: Pursuant to Labor Code Sections 1770 et seq., Contractor shall pay to persons performing labor in and about Work provided for in Contract not less than the general prevailing rate of per diem wages for work of a similar character in the locality in which the Work is performed, and not less than the general prevailing rate of per diem wages for legal holiday and overtime work in said locality, which per diem wages shall not be less than the stipulated rates contained in a schedule thereof which has been ascertained and determined by the Director of the State Department of Industrial Relations to be the general prevailing rate of per diem wages for each craft or type of workman or mechanic needed to execute this contract.

## AWARD

* + 1. Proposals will be evaluated by a committee and will be ranked in accordance with the RFPsection entitled “Evaluation Criteria/Selection Committee.” 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.
		2. 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): 541930, 621420, 624110, 624120, 624190, 813110

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 (3) 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 (1/2) that of a small business OR having less than one-half (1/2) the number of employees AND that has been in business less than five (5) 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. The County reserves the right to award to a single or multiple Contractors.
		3. The County has the right to decline to award this contract or any part thereof for any reason.
		4. Board approval to award a contract is required.
		5. Any proposal/bids that contain false or misleading information may be disqualified by the County.
		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 forty five (45) 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 RFPquoted in the bid response.

## BID PROTEST/APPEALS PROCESS

* + 1. HCSA prides itself on the establishment of fair and competitive contracting procedures and the commitment made to following 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.

Any Bid protest by any Bidder regarding any other Bid must be submitted in writing to Rebecca Gebhart, HCSA Finance Director, 1000 San Leandro Blvd., Suite 300, San Leandro, CA 94577, Fax (510) 351-1367 **before 5:00 pm 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 pm 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 transmit a copy of the bid protest to all Bidders as soon as possible after receipt of the protest.
1. Upon receipt of written protest, HCSA Finance Director, or designee will review and evaluate the protest and issue a written decision. The HCSA Finance Director, may, at his or her discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing or HCSA award date.

The decision will be communicated by e-mail or fax, and mail, and will inform the Bidder whether or not the recommendation to the Board of Supervisors or HCSA in the Notice of Intent to Award is going to change. A copy of the decision will be furnished to all Bidders affected by the decision. As used in this paragraph, a Bidder is affected by the decision on a Bid protest if a decision on the protest could have resulted in the Bidder not being the apparent successful Bidder on the Bid.
2. The decision of the HCSA Finance Director on the bid protest may be appealed to the Auditor- Controller’s Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Fax: (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose Bid is the subject of the protest, all Bidders affected by the HCSA Finance Director’s decision on the protest, and the protestor have the right to appeal if not satisfied with the HCSA Finance Director’s decision. All appeals to the Auditor-Controller’s OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the HCSA Finance Director, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day.
	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 HCSA Finance Director. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the HCSA Finance Director 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 HCSA staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.

* 1. 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.
1. 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 HCSA.
2. 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.

##  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 offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
		3. Contractor account manager shall be familiar with County requirements and standards and work with HCSA/BHCS to ensure that established standards are adhered to.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

All contact during the competitive process is to be through Andrea Dodge, Program Specialist, only. Contact information is provided in [Section IV.S.2](#BidSubmittal) below. All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail to Andrea Dodge by the specified date on the Calendar of Events.

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.

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 SEALED and must be received at the Health Care Services Agency of Alameda County BY 2:00 p.m. on the due date specified in the [Calendar of Events](#_CALENDAR_OF_EVENTS).

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

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

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

* + 1. Bids are to be addressed and delivered as follows:

**Alameda County, Health Care Services Agency**

**RFP No. HCSA-900418**

**Attn: Andrea Dodge, Program Specialist**

**1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

For questions:
E-MAIL: Andrea.Dodge@acgov.org

PHONE: (510) 667-7414

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

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

* + 1. Bidders are to submit one (1) original hardcopy bid ([Exhibit A – Bid Response Packet, including additional required documentation](#_EXHIBIT_A)), with original ink signatures, plus three (3) copies of their proposal. Original proposal is to be clearly marked “ORIGINAL” with copies to be marked “COPY”. All 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 shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the proposal.

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

* + 1. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
		2. No email (electronic) or facsimile bids will be considered.
		3. All costs required for the preparation and submission of a bid shall be borne by Bidder.
		4. 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.
		5. All other information regarding the bid responses will be held as confidential until such time as County Selection Committee has completed its evaluation, a recommended award has been made by County Selection Committee, and the contract has been fully negotiated with the recommended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five (5) calendar days before the recommendation to award and enter into contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will receive mailed recommendation to award/non-award notification(s), which will include the name of the Bidder to be recommended for award of this project. In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
		6. 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.
		7. 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.
		8. 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.
		9. 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.
		10. 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).
		11. 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 one hundred eighty (180) days, unless otherwise specified in the Bid Documents.

## RESPONSE FORMAT

* + 1. Bid responses are to be straightforward, clear, concise and specific to the information requested.
		2. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. See [Exhibit A – Bid Response Packet](#_EXHIBIT_A).
		3. Bid responses, in whole or in part, are NOT to be marked confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFPmay 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**

**RFP No. HCSA-900418**

To: The County of Alameda

From:

(Official Name of Bidder)

* **AS DESCRIBED IN THE SUBMITTAL OF BIDS SECTION OF THIS RFP, BIDDERS ARE TO SUBMIT ONE (1) ORIGINAL HARDCOPY BID (EXHIBIT A – BID RESPONSE PACKET), INCLUDING ADDITIONAL REQUIRED DOCUMENTATION), WITH ORIGINAL INK SIGNATURES, PLUS THREE (3) Copies AND ONE (1) ELECTRONIC COPY OF THE BID IN PDF (with OCR preferred)**
* **ALL PAGES OF THE BID RESPONSE PACKET (EXHIBIT A) MUST BE SUBMITTED IN TOTAL WITH ALL REQUIRED DOCUMENTS ATTACHED THERETO; ALL INFORMATION REQUESTED MUST BE SUPPLIED; ANY PAGES OF EXHIBIT A (OR ITEMS THEREIN) NOT APPLICABLE TO THE BIDDER MUST STILL BE SUBMITTED AS PART OF A COMPLETE BID RESPONSE, WITH SUCH PAGES OR ITEMS CLEARLY MARKED “N/A”**
* **BIDDERS SHALL NOT SUBMIT TO THE COUNTY A RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF EXHIBIT A – BID RESPONSE PACKET OR ANY OTHER COUNTY-PROVIDED DOCUMENT**
* **ALL PRICES AND NOTATIONS MUST BE PRINTED IN INK OR TYPEWRITTEN; NO ERASURES ARE PERMITTED; ERRORS MAY BE CROSSED OUT AND CORRECTIONS PRINTED IN INK OR TYPEWRITTEN ADJACENT, AND MUST BE INITIALED IN INK BY PERSON SIGNING BID**
* **BIDDER MUST QUOTE PRICE(S) AS SPECIFIED IN RFP.**
* **BIDDERS THAT DO NOT COMPLY WITH THE REQUIREMENTS, AND/OR SUBMIT INCOMPLETE BID PACKAGES, SHALL BE SUBJECT TO DISQUALIFICATION AND THEIR BIDS REJECTED IN TOTAL**
* **IF BIDDERS ARE MAKING ANY CLARIFICATIONS AND/OR AMENDMENTS, OR TAKING EXCEPTION TO POLICIES OR SPECIFICATIONS OF THIS RFP, INCLUDING THOSE TO THE COUNTY SLEB POLICY, THESE MUST BE SUBMITTED IN THE EXCEPTIONS, CLARIFICATIONS, AMENDMENTS SECTION OF THIS EXHIBIT A – BID RESPONSE PACKET IN ORDER FOR THE BID RESPONSE TO BE CONSIDERED COMPLETE**

#### BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the Bid Documents, including, without limitation, the RFP, Addenda, and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. HCSA-900418, AANHPI and Refugee/Asylee Innovative Mental Health Pilots.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, the requirements under the County Provisions, 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 acknowledges receipt and acceptance of all addenda.
5. 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>]

* [**Proprietary and Confidential Information**](http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm)

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

1. The undersigned acknowledges that Bidder will be 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 and associated Bid Documents.
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. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bid Response Packet, the Contractor agrees to meet the minimum insurance requirements stated in the RFP. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.
5. The undersigned acknowledges ***ONE*** of the following (please check only one box):

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

[ ]  Bidder is a certified SLEB and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the [SLEB PARTNERING INFORMATION SHEET](#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 (6) 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.

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 Organization Structure:

Date of Organization Structure:

Federal Tax Identification Number:

Primary Contact Information:

Name / Title:

Telephone Number:  Fax Number:

E-mail Address:

**SIGNATURE:**

Name and Title of Signer:

Dated this  day of  20

#### BID FORM(S)

The proposed budget should list all costs, including proposed staffing, operating expenses, and indirect costs for Bidders to provide all services included in the scope for the Category for which the Bidder is submitting a bid. Bidders should also include any one-time/start-up expenses. The total proposed cost is the cost the County will pay for the 18-month term of any contract that is a result of this bid, contingent on funding availability. The County reserves the right to negotiate final contract amounts and budget line items, and contracts may differ from bid responses as they were submitted in this regard.

Bidder hereby certifies to County that all representations, certifications, and statements made by Bidder, as set forth in this Bid Form and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.

**Bid responses that exceed the contract maximum amounts or are unreasonable and/or unrealistic in terms of budget, as solely determined by HCSA, shall be disqualified from moving forward in the evaluation process.**

**Under this RFP, bidders are permitted to submit proposals for one (1) or more of the three (3) categories. Bidders may either bid on one or more than one target population within each category.** **Bidders choosing bid on multiple categories must submit a separate bid response for each category. Failure to submit a separate, complete bid response for each category proposed may be grounds for bid disqualification.**

**• Category 1: AANHPI and Refugee/Asylee Stigma Reduction Campaign (Maximum of $800,000)**

**• Category 2: Community Mental Health Interpretation Team (Maximum of $750,000)**

**• Category 3: Holistic Wellness & Cultural Cross-Training for Community-Based Providers (Maximum of $450,000)**

bidders may use the template below and may add or delete lines/categories based on an 18-month operating cost projection and one-time start up cost, if applicable. use of this template is not required.

| PROGRAM Service Description | PROPOSED 18-MONTH AMOUNT |
| --- | --- |
| Personnel (include lines for all positions included in the service delivery model) |  |
|  |  |
| Subtotal Salaries |  |
| Staff Benefits @ ( )% |  |
| Subtotal Personnel |  |
|  |  |
| Subcontracts |  |
|  |  |
| Subtotal Subcontracts |  |
| Operating Costs (examples include staff travel; ongoing facility expenses; office supplies; and all other operating costs associated with the required services) |  |
|  |  |
| Subtotal Operating Costs |  |
| Start-Up Expenses (may include line-items for equipment, hiring, etc., as appropriate to the scope of services in this RFP.) |  |
|  |  |
| Subtotal One-Time Costs |  |
| Total Direct Costs: |  |
|  |  |
| Indirect Costs @ \_\_\_ % (Not to exceed 11.18%)  |  |
| Total Proposed Cost |  |
| ALAMEDA COUNTY REVENUETOTAL AMOUNT NOT TO EXCEED |  |

#### REQUIRED DOCUMENTATION AND SUBMITTALS

**All of the specific documentation listed below is required to be submitted with the Exhibit A – Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation, in the order listed below and clearly label each section with the appropriate title (i.e. Table of Contents, Letter of Transmittal, References, etc.).**

**Under this RFP, bidders are permitted to submit proposals for one (1) or more of the three (3) categories. Bidders may either bid on one or more than one target population within each category.**  **Bidders choosing bid on multiple categories must submit a separate bid response for each category. Failure to submit a separate, complete bid response for each category proposed may be grounds for bid disqualification.**

**• Category 1: AANHPI and Refugee/ Asylee Stigma Reduction Campaign**

**• Category 2: Community Mental Health Interpretation Team**

**• Category 3: Holistic Wellness & Cultural Cross-Training for Community-Based Providers**

**ALL THREE CATEGORIES:**

**All pages should be 11 point Arial font, single space, 1 inch margin.**

[ ]  1. **Table of Contents**: Bid responses shall include a table of contents listing the individual sections of the proposal/quotation and their corresponding page numbers. Tabs should separate each of the individual sections.

[ ]  2. **Letter of Transmittal**: Bid responses shall include a description of Bidder’s history including capabilities and approach in providing its services to the County, and provide a brief synopsis of the highlights of the Proposal and overall benefits of the Proposal to the County. Description should also include a statement of how the Bidder meets each of the Minimum Bidder Qualifications described in [Section I.E](#_BIDDER_QUALIFICATIONS). This synopsis should not exceed three (3) pages in length and should be easily understood.

 3. **Exhibit A – Bid Response Packet:** Every Bidder must fill out and submit the complete Exhibit A – Bid Response Packet.

[ ]  **(a)** **Bidder Information and Acceptance:**

 (1) Every Bidder must select one choice under Item 10 of page 3 of Exhibit A and must fill out, submit a signed page 4 of Exhibit A.

[ ]  **(b)** **SLEB Partnering Information Sheet:**

 (1) Every Bidder must fill out and submit a signed SLEB Partnering Information Sheet, (found on page 12 of Exhibit A) indicating their SLEB certification status. If Bidder is not certified, the name, identification information, and goods/services to be provided by the named CERTIFIED SLEB partner(s) with whom the Bidder will subcontract to meet the County SLEB participation requirement must be stated. Any CERTIFIED SLEB subcontractor(s) named, the Exhibit must be signed by the CERTIFIED SLEB(s) according to the instructions. All named SLEB subcontractor(s) must be certified by the time of bid submittal.

[ ]  **(c)** **References:**

 (1) Bidders must use the templates on page 13 of this Exhibit A – Bid Response Packet to provide references.

 (2) Bidders are to provide a list of five (5) references. References must be satisfactory as deemed solely by County. References should have similar scope, volume and requirements to those outlined in these specifications, terms and conditions.

* + Bidders must verify the contact information for all references provided is current and valid.
	+ Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.

[ ]  (3) 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.

[ ]  **(d)** **Exceptions, Clarifications, Amendments:**

1. This shall include clarifications, exceptions and amendments, if any, to the RFP and associated Bid Documents, and shall be submitted with your bid response using the template on page 14 of this Exhibit A – Bid Response Packet.
2. **THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.**

[ ]  4. **Key Personnel (1 page)**: Bid responses shall include a complete list of all key personnel associated with the RFP. This list must include all key personnel who will provide services/training to County staff and all key personnel who will provide maintenance and support services. For each person on the list, the following information shall be included:

 (a) The person’s relationship with Bidder, including job title and years of employment with Bidder;

 (b) The role that the person will play in connection with the RFP;

 (c) Address, telephone, fax numbers, and e-mail address;

 (d) Person’s educational background; and

 (e) Person’s relevant experience, certifications, and/or merits.

 (f) Person’s language capacity and experience in providing culturally responsive services.

[ ]  5. **Capacity and Readiness (Up to 3 pages)**:

 Bid response shall describe Bidder’s capacity, knowledge and relevant experience, examples or projects with the target population to deliver services as described in [Section I.C., Scope/Specific Requirements](#_SCOPE).

 **For all three categories, the response should include:**

1. Any previous experience providing the scope of services outlined in [Section I.C., Scope/Specific Requirements](#_SCOPE), or similar services.
2. Experience providing mental health services to the target population identified in [Section I.C., Scope/Specific Requirements](#_SCOPE), specifically AANHPI and refugee/asylees.
3. Organizational capacity to administer the funding and provide mental health and other community resources successfully to clients.
4. Capacity to provide culturally responsive services.
5. Language capacity.
6. History of successful outcomes on similar projects.
7. Ability to input and maintain required data in the County-designated data collection and reporting system in compliance with security standards.

**For Category 1, AANHPI and Refugee/Asylee Stigma Reduction Campaign, the response should also include:**

1. Any previous experience with conducting a culturally responsive community education or outreach campaign.

[ ]  6. **Description of the Proposed Services and Deliverables (Up to 5 pages)**: Bid response shall include a detailed description of the proposed services and deliverables to be funded by this RFP and a proposed implementation plan and schedule. Bidders should include their plan for serving recent Refugees/Asylees in each priority population that they propose to address.

 **For all three Categories, the description should include:**

1. Services the Bidder proposes to provide under this RFP as described in [Section 1.C., Scope/Specific Requirements](#_SCOPE), including Outreach, Engagement, Referral, and Collaboration with community based organizations with linguistic capacity to serve target population;
2. How the proposed project is innovative (See [Section I.C., Scope/Specific Requirements](#_SCOPE));
3. How the proposed project will increase access to mental health services for the target population;
4. How the services proposed will integrate with community based services; and
5. How the implementation of the selected activities and strategy(ies) could be used by BHCS. The program design should include selected strategies, staffing needs, resource requirements, facilities, collaborative partners, etc.

 Description must:

 (1) specify how the services in the bid response will meet or exceed the requirements of the County outlined in [Section 1.C., Scope / Specific Requirements](#_SCOPE) and [Section I. F., Deliverables / Reports](#_DELIVERABLES_/_REPORTS) for each eligible activity;

 (2) explain any special relationships, connections, resources, procedures or approaches that make the services of Bidder particularly advantageous to the County, including areas of system improvements or efficiencies anticipated to be accomplished in the first 12 months of operation and/or the value of their partnerships and what they anticipate to be accomplished to improve the system as a result;

 (3) describe how the Bidder will provide Culturally and Linguistically Appropriate Services (CLAS) using the standards described in Supplement 2; and

 (4) identify any limitations or restrictions of Bidder in providing the services that the County should be aware of in evaluating its response to this RFP, including any areas of additional support anticipated to be needed in Bidder’s collaboration(s);

(5) show the Bidder’s willingness to commit to data collection and reporting to meet the requirements in [Section I.E., Deliverables / Reports](#_DELIVERABLES_/_REPORTS), using the system developed by the County and any contracted evaluators; and a willingness to implement system-wide measures, including real-time data sharing.

**For Category 1, AANHPI and Refugee/Asylee Stigma Reduction Campaign, and**

**Category 3, Holistic Wellness & Cultural Cross-Training for Community-Based Providers, the response should also include:**

1. How the proposed project will decrease stigma for the target population.

**For Category 2: Community Mental Health Interpretation Team, the response should also include:**

How the treatment team will collaborate to provide culturally appropriate services to clients.

A description of the Provider Training Curriculum that the team will develop.

[ ]  7. **Description of Location/Space for Services (Up to 1 page):** Describe the facility(ies) to be used for the Innovation pilot project, including size, general layout, accessibility, proximity to public transportation, availability of group meeting space, restrooms for client access, and a description of other services that are located at the site or within a five-minute walk of the site.

[ ]  8. **Budget and Budget Narrative (Up to 4 pages)**: Bidders must submit a budget and budget justification narrative indicating how the proposed budget items correlate to the scope of work as specified in this RFP.

Under this RFP, bidders are permitted to submit proposals for one (1) or more of the three (3) categories. Bidders may either bid on one or more than one target population within each category. Bidders choosing bid on multiple categories must submit a separate bid response for each category. Failure to submit a separate, complete bid response for each category proposed may be grounds for bid disqualification.

• Category 1: AANHPI and Refugee/ AsyleeStigma Reduction Campaign (Maximum of $800,000)

• Category 2: Community Mental Health Interpretation Team (Maximum of $750,000)

• Category 3: Holistic Wellness & Cultural Cross-Training for Community-Based Providers (Maximum of $450,000)

The proposed budget for each bid shall not exceed the maximum amount for the Category for which the bid is being submitted (see above). The budget should state all costs, including staffing, indirect costs, etc. for the proposed services.

#### SMALL LOCAL EMERGING BUSINESS (SLEB)

PARTNERING INFORMATION SHEET

**RFP No. HCSA-900418**

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

**Bidders not meeting the** [**definition of a SLEB**](http://acgov.org/auditor/sleb/overview.htm) **(**[**http://acgov.org/auditor/sleb/overview.htm**](http://acgov.org/auditor/sleb/overview.htm)**) are required to subcontract with a SLEB for at least twenty percent (20%) of the total estimated bid amount in order to be considered 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. This form must be submitted for each business that Bidders will work with, as evidence of a firm contractual commitment to meeting the SLEB participation goal. (Copy this form as needed.)**

**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, Bidders will not be able to substitute named subcontractors without prior written approval from the Auditor-Controller, Office of Contract Compliance (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:**  |

|  |
| --- |
| **[ ]  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, prime Contractor and** **all SLEB subcontractors** that receive contracts as a result of this bid process 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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Bidder Signature: Date:

#### REFERENCES

**RFP No. HCSA-900418**

Bidder Name:

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

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#### EXCEPTIONS, CLARIFICATIONS, AMENDMENTS

**RFP No. HCSA-900418**

Bidder Name:

List below requests for clarifications, exceptions and amendments, 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 such exceptions 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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\*Print additional pages as necessary

### EXHIBIT B

**INSURANCE REQUIREMENTS**



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

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 \*\*\*



1. Please refer to the priority population definitions on page 7 of this RFP. [↑](#footnote-ref-1)
2. Please refer to the priority population definitions on page 7 of this RFP. [↑](#footnote-ref-2)