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

**ONLINE BIDDING PROCESS**

* Bid pricing must be submitted online through Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/).
* The following pages require signatures and must be scanned and uploaded to Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/):

1. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#BidderAcceptance) page
   1. [Must be signed by Bidder](#BidderAcceptance)
2. Exhibit A – Bid Response Packet, [SLEB Information Sheet](#SLEBPrime)
   1. [Must be signed by Bidder](#SLEBPrime)
   2. [Must be signed by SLEB Partner](#SLEBSubcontractor) if subcontracting to a SLEB

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

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901780

**for**

AB109 Direct Services:

Reentry Engagement Center (REC)

|  |
| --- |
| **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: Lovell Laurente, Procurement & Contracts Specialist**  **Phone Number: (510) 208-9621**  **E-mail Address:** [**lovell.laurente@acgov.org**](mailto:lovell.laurente@acgov.org) |

**RESPONSE DUE**

by

**2:00 p.m.**

on

**October 29, 2019**

through

**Alameda County, GSA-Procurement**

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

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

Description: Description: Description: branding.jpgAlameda County is committed to reducing environmental impacts across our entire supply chain.

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# CALENDAR OF EVENTS

REQUEST FOR PROPOSAL No. 901780

AB109 Direct Services: Reentry Engagement Center

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Requested Issued** | **September 10, 2019** |
| **Written Questions Due** | **October 3, 2019 by 5:00 p.m.** |
| **Transitional Day Reporting Center Tour #1 (Optional)**  **NOTE: If you plan to attend the tour, please email** [**lovell.laurente@acgov.org**](mailto:lovell.laurente@acgov.org) **to make a reservation. The tour will start promptly at 1:00 p.m.** | **September 23, 2019 @ 1:00 p.m.**  **Alameda County Probation Department**  **Transitional Day Reporting Center**  **400 Broadway**  **Oakland, CA 94607** |
| **Transitional Day Reporting Center Tour #2 (Optional)**  **NOTE: If you plan to attend the tour, please email** [**lovell.laurente@acgov.org**](mailto:lovell.laurente@acgov.org) **to make a reservation. The tour will start promptly at 9:00 a.m.** | **September 25, 2019 @ 9:00 a.m.**  **Alameda County Probation Department**  **Transitional Day Reporting Center**  **400 Broadway**  **Oakland, CA 94607** |
| **Networking/Bidders Conference (Optional)** | **October 2, 2019 @ 2:00 p.m.**  **GSA-Procurement**  **Room 1107, 11th Floor**  **1401 Lakeside Drive**  **Oakland, CA 94612**  ***TO ATTEND ONLINE*:** [**http://gsaalamedacounty.adobeconnect.com/admin/show-event-catalog**](http://gsaalamedacounty.adobeconnect.com/admin/show-event-catalog) |
| **List of Attendees** | **October 4, 2019** |
| **Q&A Issued** | **October 15, 2019** |
| **Addendum Issued** [only if necessary to amend RFP] | **October 15, 2019** |
| **Response Due**  [**https://ezsourcing.acgov.org/**](https://ezsourcing.acgov.org/) | **October 29, 2019 by 2:00 p.m.** |
| **Evaluation Period** | **October 31, 2019 – November 21, 2019** |
| **Vendor Interviews Announced** | **November 7, 2019** |
| **Board Letter Recommending Award Issued** | **December 3, 2019** |
| **Board Consideration Award Date** | **December 17, 2019** |
| **Contract Start Date** | **January 1, 2020** |

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

|  |  |
| --- | --- |
| ***Alameda County Vendor Outreach*** | |
| Wednesday, September 18, 2019  1:00 p.m. – 2:00 p.m.  Castro Valley Library  3600 Norbridge Avenue  Castro Valley, CA 94546 | ***COME MEET ALAMEDA COUNTY’S***  ***PROCUREMENT TEAM!***  This is a public event where vendors can speak with GSA professionals, get to know them, and learn more about contracting opportunities with the County. |

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901780

SPECIFICATIONS, TERMS & CONDITIONS

for

AB109 Direct Services: Reentry Engagement Center

**TABLE OF CONTENTS**

**Page**

CALENDAR OF EVENTS 3

I. GLOSSARY OF TERMS 5

II. STATEMENT OF WORK 9

A. INTENT 9

B. SCOPE and BACKGROUND 9

C. BIDDER MINIMUM QUALIFICATIONS 12

D. PROGRAM REQUIREMENTS 13

E. ORGANIZATIONAL STRUCTURE & STAFFING REQUIREMENTS 19

F. LOCATION REQUIREMENTS 22

G. PROGRAM FRAMEWORK REQUIREMENTS 24

H. ADMINISTRATIVE REQUIREMENTS 28

I. DELIVERABLES 30

J. REPORTS 34

K. NETWORKING / BIDDERS CONFERENCES 36

III. COUNTY PROCEDURES, TERMS, AND CONDITIONS 37

L. EVALUATION CRITERIA / SELECTION COMMITTEE 37

M. CONTRACT EVALUATION AND ASSESSMENT 42

N. NOTICE OF INTENT TO AWARD 43

O. BID PROTEST/APPEALS PROCESS 43

P. TERM / TERMINATION / RENEWAL 46

Q. QUANTITIES 46

R. PRICING 46

S. AWARD 47

T. METHOD OF ORDERING 48

U. INVOICING 48

V. ACCOUNT MANAGER / SUPPORT STAFF 49

IV. INSTRUCTIONS TO BIDDERS 50

W. COUNTY CONTACTS 50

X. SUBMITTAL OF BIDS 50

Y. RESPONSE FORMAT 52

ATTACHMENTS

EXHIBIT A – BID RESPONSE PACKET

EXHIBIT F – 400 Broadway second floor plan

EXHIBIT G – SUPPLEMENTAL TO REQUIREMENTS

EXHIBIT H – SUPPLEMENTAL TO BACKGROUND

# GLOSSARY OF TERMS

| **TERM** | **DEFINITION** |
| --- | --- |
| ACPD | Alameda County Probation Department. |
| ACPD Partner or Partners | Service providers, court systems, law enforcement agencies, and community-based organizations providing auxiliary services to ACPD Clients. |
| Ambassador | Program graduates that are used to support participants with program outreach, support with the enrollment/intake process, facilitate retention groups, and other activities. |
| Best Practice | A procedure that has been shown by research and experience to produce optimal results and that is established or proposed as a standard suitable for widespread adoption. |
| Bidder | Individual or organization responding to this RFP |
| Case Management | The total provision of services to a Client that addresses the needs necessary to functions at his or her best level in the community, often arranging for appropriate services and support. |
| Case Manager | Individual who coordinates mental health, social work, educational, health care, vocational, housing, transportation, advocacy, respite care, and recreational services, as needed. The case manager ensures that the changing needs of the Client and family are met. |
| Client | An individual being supervised by the Alameda County Probation Department. Clients will be referred to become Participants in the REC program. |
| Cognitive Behavioral Interventions Services (CBI) | Cognitive Behavioral Intervention programs present individuals the opportunity to alter the course of their thinking. |
| COMPAS | An acronym for Correctional Offender Management Profiling for Alternative Sanctions, which is a [case management](https://en.wikipedia.org/wiki/Legal_case_management) and [decision tool](https://en.wikipedia.org/wiki/Decision_support_software)  used by ACPD to assess the likelihood of a [defendant](https://en.wikipedia.org/wiki/Defendant) recidivating. |
| Contract | The binding legal document that will result from this RFP process. |
| Contractor | The successful Bidder who enters into the contract to provide services pursuant to this RFP. |
| County | County of Alameda |
| Criminogenic | Producing or leading to crime. |
| Cultural Awareness & Sensitivity | The practice of continuous self-assessment and community awareness on the part of service providers to assure a focus on the cultural, linguistic, socio-economic, education, and spiritual experiences of participants and their families/support systems relative to their care. |
| DOJ | Department of Justice |
| DPO | Deputy Probation Officer |
| Evidence-Based Practices (EBP) Programs | Evidence-Based Practices (EBP) refers to the use of data and research that have been shown to be effective in reducing risk and recidivism. |
| Family-Focused | A system of care that involves the family of a participant in the process of assessment, identifying treatment options and developing a treatment plan that is based on and adapted to the participant’s individual needs. |
| FACT | Forensic Assertive Community Treatment |
| Gender Responsiveness | Creating an environment that reflects an understanding of the realities of women’s lives and addresses the issues that are specific of female individuals. |
| Individualized Treatment and Rehabilitation Plan (ITRP) | Case plan based on a Client’s criminogenic risk and need, as determined by COMPAS. |
| Licensed Practitioner of the Healing Arts (LPHA) | LPHA is comprised of the following clinical professionals: physicians (MD or DO); nurse practitioners (NP); physician assistants (PA); registered nurses (RN); registered pharmacists (RP); licensed clinical psychologists (LCP); licensed clinical social workers (LCSW); licensed professional clinical counselors (LPCC); licensed marriage and family therapists (LMFT); license-eligible practitioners working under the supervision of licensed clinicians. LPHAs must provide services, and receive supervision required under their respective scope of practice laws.  License-eligible practitioners or “waivered/registered professionals” are those who have registered with the State licensing authority for the respective field (i.e., the California Board of Psychology, and Board of Behavioral Sciences) to obtain supervised clinical hours for licensure.  Non-registered interns or those who have not yet received their advanced degree in the respective field are not considered LPHAs. |
| Licensed Psychiatrist | A medical doctor who is licensed by the CA State Board specialized in mental health disorders with the ability to prescribe medications. |
| Participant | An individual, under ACPD’s supervision, receiving services and/or resources at the Reentry Engagement Center |
| Peer Counselor | Partners in the multidisciplinary team who have experience as consumers in the public behavioral health or criminal justice system and whose duties include a peer support role, contributing significantly to the recovery culture and Participant’s orientation team. |
| Program | The collaborative, multi-service, one-stop reentry services for adults under the supervision of ACPD. The program created will be located at ACPD and Contractor will provide, or arrange for the provision of, the services. Also referred to as REC or Reentry Engagement Center services. |
| Program Director | The individual who will oversee the Program, ensure compliance, and demonstrate progress towards agreed upon Participant and program outcomes. |
| Provider Portal | The application that allows Service Providers to coordinate, communicate, record, and track each step of a client’s process. It assists with client management (referrals, program participation, exits), tracks communication with DPOs, and allows data to be pulled and performance to be tracked.  Currently, the Provider Portal is within Tyler Supervision™; however, ACPD has the right to change the vendor. |
| Realigned Population | Persons charged with and/or convicted of low-level felony offenses, who were previously eligible to be supervised, incarcerated, or adjudicated by the state, who are now supervised, incarcerated. or adjudicated by local authorities. |
| Reentry | A broad term used to refer to issues related to the transition of offenders from prison/jail to community supervision, for this Contract it refers to persons released from County jail or State prisons or discharged from State parole. |
| Recidivism | Recidivism is measured by criminal acts that resulted in the re-arrest, reconviction, or return to custody with or without a new sentence within three years of release from custody or committed within three years of placement on supervision for a previous criminal conviction. |
| Recovery | A process where behavioral health participants learn who to self-direct their lives, regain hope and optimism, and reclaim positive social experiences. |
| Reentry Engagement Center (REC) | A collaborative, multi-service, one-stop reentry center for adults under the supervision of ACPD. The program created will be located at ACPD, and Contractor will provide, or arrange for the provision of, the services. |
| Service Provider | Individuals, groups, and organizations, including County-operated programs, that deliver services to participants. |
| Site | The principal location of the REC, provided by the County. |
| SMI (Serious Mental Illness) | A condition associated with a diagnosis within the DSM-IV-TR (or latest authorized and required version of the DSM) that meets the medical necessity criteria as specified in the California Code of Regulations, Title 9, Chapter 11, Sections 1820.205(a)(1) for Psychiatric Inpatient Hospital Services and 1830.205(b)(1) for Specialty Mental Health Services. This may also referred to as Major Mental Disorder. |
| Staff | Individuals working directly for or under the supervision of the Bidder (or Contractor), including employees, agents, subcontractors, volunteers, and all others. |
| Successful Bidder | The Bidder that will be recommended for award of the contract to provide services pursuant to this RFP; also referred to as *Contractor* |
| Supervision | A person’s term of court ordered probation, parole, or other justice-involved supervision, like that of Pre-Trial services. |
| Therapeutic Environment (TE) | Refers to an environment in which location aesthetics, Participant encounters and engagement, interactive and peer led staff, and dynamic service delivery promotes the feeling of safety, dignity, respect, and intrinsic motivation for participants. Such an environment encourages trust, bonding, safety, and connection. TE’s must be trauma-informed and gender responsive. |
| Transitional Day Reporting Center (TDRC) | ACPD’s current program providing wrap-around services to ACPD Clients. |
| Trauma Informed/Trauma Informed Care | An evidence-based practice that is based on the knowledge and understanding of trauma and its far-reaching implications. Trauma-informed care means treating a whole person, considering past trauma and the resulting coping mechanisms when attempting to understand behaviors and treat the patient. |
| Tyler Supervision™ | A web-based data management system that allows DPOs to coordinate, communicate, record, and track each step of a client’s supervision process. It assists with client management (referrals, program participation, court appointments), tracks communication with client and providers, and allows data to be pulled and performance to be tracked. Tyler Supervision™ will also act as a Provider Portal. |

# STATEMENT OF WORK

## INTENT

The Alameda County Probation Department (ACPD) is seeking proposals from qualified Bidders to operate ACPD’s Reentry Engagement Center (REC or the Program) which will be located at 400 Broadway in Oakland, CA. The REC shall be a collaborative, multi-service, one-stop reentry center for adults under the Supervision of ACPD. The REC will replace the current Transitional Day Reporting Center (TDRC). ACPD reserves the right and may, during the term of this contract, relocate the REC to other County-provided locations within Alameda County. Floor plans of the current site are included in this RFP (please see **Exhibit F**). Bidders are strongly encouraged to tour the current site as part of the bidding process (dates and times to tour the site can be found in the CALENDAR OF EVENTS).

The Successful Bidder will provide behavioral health and reentry services through a one-stop shop that adheres to the FACT model.[[1]](#footnote-1) It is the intent of these specifications, terms, and conditions to describe the REC operation services requested by ACPD.

The County intends to award a two-year contract (with options to renew for up to five total years) to the responsible Bidder whose response conforms to the RFP and meets the County’s requirements. Responsible Bidders must demonstrate their ability to provide services to the target population in Alameda County in their proposal.

## SCOPE and BACKGROUND

* + 1. Experience and Overview.
       1. ACPD is seeking to contract with one Bidder that will operate a one-stop reentry hub, the REC. The Successful Bidder will have experience:
          1. Providing a Forensic Assertive Community Treatment (FACT) model program led by a Licensed Practitioner of Healing Arts (LPHA);
          2. Working with individuals involved in the criminal justice system and individuals with diagnosed SMI (see definition in glossary), as well as medium to medium-high risk individuals.
          3. Providing individuals psychiatric and behavioral health treatment, including medication management and referral to Medication Assisted Treatment (MAT).
       2. The REC will serve as a one stop shop and will be a safe and respectful therapeutic environment in which participants may reach their goals; fulfill and sustain employment, housing, higher education, interrupt cycles of poverty and recidivism, support recovery, and lead to safer communities throughout the County.
       3. The Successful Bidder will demonstrate its ability to incorporate, the following essential elements and services:
          1. **Pre- and Post-release Engagement** – Case management will begin prior to release, and will continue during transition and through reentry, including re-arrest and participation in substance use treatment.
          2. **Collaborative Coordinated Entry in the Community** – A critical component of REC operations will be the ability to develop and maintain strong relationships with external partners. Successful Bidders will demonstrate their relationship with Alameda County providers through letters of commitment, letters of support, and/or Memorandums of Understanding (MOUs).
          3. **Use of Evidence-Based Screening and Assessment Tools** – Assessments shall target the criminogenic risk and needs and complement the COMPAS risk and needs assessment tool. Other secondary assessment tools may be used, with the preapproval of ACPD.
          4. **Responsive, Evidence-Based, Wrap-Around Support Services Accompanied by Intensive and Participant Centered Case Management** – The REC will meet participants where they are and address underlying criminogenic needs that may affect a participant’s ability to be successful. Services provided at the REC shall be on-demand, available to walk-in participants, and/or as part of a treatment plan. Services will be responsive to the participant’s ITRP and immediate needs, as well as be responsive to a participant’s longer-term needs.
          5. **Therapeutic Environment** – A goal of the REC is to change the negative patterns of behavior, thinking, and feeling that led to incarceration. Proposals must specifically articulate how a therapeutic environment will be created. The REC is first thing that many of our clients will see when they come to 400 Broadway and should be a welcoming place. Although the Program space is located on the 2nd floor, Bidders should address in their proposal how they will facilitate engagement encounters with potential participants as they arrive at the building lobby, in addition to the Program space described above.
          6. **Alameda County’s Philosophy of “Second Chances”** – ACPD believes mistakes and setbacks are a natural part of recovery and rehabilitation. ACPD understands that within a comprehensive accountability approach, the Contractor may temporary suspend access to the Center services for a Participant whose attitudes or behavior is unfitting or unsafe for the environment, however, ACPD also expects that the selected Contractor will use a timely restorative process to safely and efficiently re-engage participants in REC services. The goal is to hold participants accountable and to reconnect them to service opportunities.
    2. Purpose

Over the past four-years of operating the Transitional Day Reporting Center (TDRC), ACPD has identified that the need for increased behavioral health services. To address the breadth and depth of behavioral health needs, services in the original TDRC’s model will be expanded to provide on-site clinical/behavioral health expertise and set benchmarks that underscore commitment to effectively working with people who struggle with behavioral health challenges (for additional information please see **Exhibit H**).

The successful Bidder will submit a proposal that includes a proposed program focused on four critical goals:

* + - 1. **Outreach** that will work with ACPD and other Service Providers to identify eligible participants and create partnerships both onsite and in the community.
      2. **Connect** participants to a broad spectrum of onsite, co-located Service Providers that will support their needs and to a network of external partners that can provide support (e.g. employment, housing) throughout program participation.
      3. **Support** participants and their families by addressing participant’s criminogenic needs, confronting barriers, and helping them reach their goals.
      4. **Reduce** recidivism amongst participants.
    1. Target Population
       1. Individuals who are eligible for services are adults supervised by ACPD who meet any of the following categories:
          1. **Post-Release Community Supervision (PRCS**): Individuals released from prison for non-serious and non-violent offenses and are not classified as high-risk sex offenders.
          2. **Penal Code 1170 (h) Eligible:** Individuals charged and under supervision with an 1170(h)-eligible offense, including:

Individuals sentenced to local prison and placed on mandatory supervision

Individuals granted deferred entry of judgement in lieu of an AB-109 eligible offense.

* + - * 1. **Formal Probation:** Individuals on formal probation.
        2. **Pre-trial Status:** Individuals on pre-trial status
        3. **Specialty Court Felons**: Individuals with felony convictions in specialty courts.
      1. The target population and/or eligibility may be changed by ACPD at any time. Advance notice will be given prior to a change in the population being serviced. The Successful Bidder must be willing to work with ACPD to revise services to accommodate any changes.
    1. Budget
       1. The current budget for TDRC is approximately $800,000/year, with rollover funds having accumulated each year. The REC will be a clinical model; therefore, it is anticipated that proposed budgets for this this RFP will be higher. Bidders are encouraged to submit proposals that fully meet the specifications of the RFP and desires of ACPD for the best services for participants, even if the budget exceeds $800,000 a year.

## BIDDER MINIMUM QUALIFICATIONS

* + 1. A ***Bidder*** may be a single vendor that provides services, or a consortium/coalition of vendors working collaboratively to provide services. Collaborating vendors must name a *single, lead prime Bidder* that will submit on behalf of all of the collaborating vendors; the prime Bidder shall coordinate all fiscal and administrative duties as needed to provide services under and contract resulting from this RFP. This lead prime Bidder will be responsible and held accountable for the implementation of program if a contract is awarded based on the proposal.
    2. Bidder and/or its Principal shall be regularly and continuously engaged in the business of providing programs to systems involved adults under probation supervision and their family members for at least three consecutive years.
       1. Minimum years of providing services must be verifiable through references and/or other submittals provided in Exhibit A – Bid Response Packet.
       2. If bidding as a collaboration, the minimum years of experience must be met by the lead prime Bidder.
    3. Bidder must have on staff, at the time of bid submittal, its proposed Program Director. The Program Director must meet the minimum requirements of this RFP (see Section E ORGANIZATIONAL STRUCTURE & STAFFING REQUIREMENTS).
       1. A Licensed Practitioner of the Healing Arts (LPHA); or
       2. Be a licensed practitioner with a masters, doctorate, or higher degree in psychology or counseling who has a minimum of two years of experience working with the reentry population.

## PROGRAM REQUIREMENTS

The successful Bidder (Contractor) shall, working collaboratively with ACPD, provide the following services:

* + 1. **Outreach and Engagement**
       1. Contractor shall be responsible for collaborating closely with Deputy Probation Officers (DPOs) and other County identified partners and/or stakeholder to implement an outreach and engagement strategy that is relevant to the situational and cultural needs of the potential Participant.
       2. Contractor shall engage Participants “where they are” with respect to their community location, their need for clinical and non-clinical service/supports, and their phase in the recovery process.
       3. Whenever possible, Contractor’s outreach and engagement shall be conducted by individuals with lived experience and/or current or former participants that go into the community and promote its services.
       4. Contractor shall perform outreach in coordination with other Service Providers, and agencies such as DPO’s, child welfare agencies, schools, and social services agencies.
       5. Contractor shall participate in monthly orientations with ACPD that will occur onsite (at the location of the REC), as well as at a South County Site, to be determined by ACPD.
       6. Contractor shall perform outreach in Alameda County jails, prisons, and courtrooms.
    2. **Referral Process**

Referrals may come to the Contractor in several ways, including, but not limited to, the following:

* + - 1. Referrals may be identified and referred to the Contractor by a DPO.
         1. Referrals from the DPOs will be comprised of clients who have been assessed and meet the eligibility requirements.
         2. Referrals from the DPOs will be provided through a case management system, Tyler Supervision or a similar system, that the Contractor will be required to use. ACPD will provide the necessary training at no cost to Contractor.
      2. Referrals may also be identified by the Contractor or other organizations approved by ACPD.
         1. Prior to providing services, the Contractor must verify eligibility of the referral with ACPD through a standardized, online referral verification process.
    1. **Case Coordination**
       1. Contractor and its Staff shall collaborate and foster relationships with the Participant’s DPO and other contracted and non-contracted Service Providers. Contractor will work collaboratively in order to address the immediate needs of the Participant and to ensure that his or her criminogenic needs are being adequately met.
    2. **Case Planning**
       1. Contractor’s case planning and management shall be Participant-centered, family-focused, and trauma-informed.
       2. Contractor shall provide intensive clinical and/or community case management with Peer Counselor navigation to Participants that is designed to transition adults from correctional facilities into the community and provide ongoing support to further stabilization, recovery, and rehabilitation.
       3. Case management and planning may be required to begin at pre-release and may occur while Participants are still in custody or treatment programs. The brokering of services and/or resources may happen in-custody in preparation of a Participant’s release.
       4. In addition to meeting the clinical needs of Participants through the FACT model, the Contractor shall be committed to providing case management and supportive services to Participants who do not present with serious behavioral health issues.
       5. The following programmatic requirements shall be included in case management planning:
          1. **Objectively Assess Criminogenic Risks and Needs**

Contractor shall ensure treatment planning is informed by the results of the Participants’ COMPAS assessment (or other assessment tool used by ACPD).

Contractor shall match interventions to the appropriate risk level and identified criminogenic needs for each Participant, and prioritize the criminogenic needs assessed as most problematic.

When making treatment decisions, the Contractor shall consider other non-criminogenic factors that may influence the Participant’s ability to participate effectively and receive the full benefits of interventions and treatment.

* + - * 1. **Treatment Plan**

Contractor shall develop an individualized and comprehensive treatment plan for each Participant based on his/her identified goals, in concert with the COMPAS assessment. The treatment plan will include evidence-informed strategies to assist with achieving sustainable and healthy living. This plan will be in collaboration with ACPD and/or other Service Providers. Some Participants who only request or are determined by ACPD to need only stand-alone (or on-demand) services may not require a treatment plan.

Contractor shall focus on eliminating barriers that Participants and family members may face to fully participate in service.

A clinician on the Contractor’s treatment team shall assess each Participant, make referrals to appropriate services, and inform the DPO of the treatment plan.

* + - * 1. **Record Keeping and Data Reporting**: Contractor shall be responsible for maintaining complete files on all participants, collecting data, and providing reports to ACPD.
    1. **Mandated Services**

Contractor shall encourage behavioral change through evidence-based approaches, including behavior contingency management, motivational interviewing, the risk-need-responsivity principles, and therapeutic alliances with DPOs and Service Providers. Services shall be strength-based, and responsive to gender and culture. Contractor’s on site services shall include, but are not limited to, the following:

* + - 1. Contractor shall provide Participants, at minimum:
         1. Nutritious breakfast, lunch, and snacks at the REC that meet USDA guidelines;
         2. Access to clothing/clothing closet and hygiene kits; and
         3. Transportation vouchers/bus tokens.
      2. Participant Incentives for participation and treatment completion.
      3. Intensive and Participant-centered Case Management Services
      4. Health insurance enrollment, which includes Medi-Cal system outreach, providing information on how to apply for Medi-Cal services, assisting with enrollment.
      5. On-site health screenings and health referrals.
      6. Mental health screening, assessment, diagnosis, and referrals.
      7. Access to behavioral health medication and treatment through a Licensed Psychiatrist that is on Contractor’s staff or linked with an appropriate provider in the community.
      8. Emergency housing access and assistance with securing permanent housing.
      9. Life skills to help Participants improve regulation of behavioral health, daily living, and financial management (e.g., computer skills, financial management, and interpersonal relationship services, etc.).
      10. Substance use assessment, treatment referrals, medication management, group therapy, and on-site support groups.
      11. Crisis intervention services.
      12. Prosocial activities that emphasize the importance of social connections to life wellness and happiness.
      13. As physical health and well-being is important to recovery, Contractor shall incorporate aspects of physical fitness into their services such as walking tours, yoga, basketball games, etc.
    1. **Peer Mentoring & Leadership**

Contractor’s program shall include peer mentoring designed to foster success for Participants. Contractor shall:

* + - 1. Provide connections by introducing active Participants to program graduates (“Ambassadors”). Ambassadors may be used to support with program outreach, support with the enrollment/intake process, facilitate retention groups, and other activities.
      2. Utilize Ambassadors by creating time and space for Participants to connect with and support each other.
      3. Provide peer leadership opportunities to Participants and train them to become Ambassadors of the Program.
    1. **Therapeutic Environment**

Contractor’s program shall include Therapeutic Environments that:

* + - 1. Are oriented towards recovery, with holistic focus on overall lifestyle changes and not just abstinence from drug and alcohol use.
      2. Focus on recovery as an ongoing process of cognitive change, encompassing both clinical stages of treatment and personal objectives along the way.
      3. Respectfully challenge Participants to critically examine their personal behavior to foster more pro-social attitudes and habits.
         1. The cornerstone of pro-social behavior shall be based on accountability, responsibility, hard work, and readiness to learn.
      4. Promote Participants, as they progress through each stage of recovery, to assume greater personal and social responsibilities within the community.
      5. Have an over-arching goal for Participants to exit the program, not only drug-free but also gainfully employed or enrolled in school or vocational training.
    1. **Establishing Effective Partnerships to Reduce Barriers and Promote Success**

Contractor shall coordinate with Service Providers to ensure Participants have access to all available resources. At minimum, Contractor shall:

* + - 1. Have and maintain a suitable referral plan based on an assessment of each Participant’s needs to ensure appropriate system of care services are accessible;
      2. Establish and use effective external partnerships with other community-based organizations and businesses that will provide essential support to Participants.
      3. Have and maintain relationships with additional Service Providers including, but not be limited to, the following: social services, law enforcement, welfare, legal services, anti-trafficking agencies, health care programs (including all health insurance options), affordable childcare, and/or child education programs; and
      4. Regularly communicate and provide information to ACPD Staff to ensure DPO’s are aware and knowledgeable of all aspects of the Program and can identify and refer appropriate Participants.
    1. **Celebrating Success**

Contractor shall:

* + - 1. Celebrate the success of Participants and staff in order to amplify the positive experiences.
      2. Recognize Participant success and highlight accomplishments.
      3. Routinely hold events at the REC that include and celebrate Participants.
    1. **Achieving Goals, Early Exits, and/or Discharges Data:** Contractor shall have a process for documenting, collecting, and tracking Participant successes, early exits, and/or discharges from the Program and reported them to ACPD monthly. Contractors shall provide the supervising DPOs with updates on each Participant’s progress on a routine basis and shall document efforts in the Tyler Supervision system.
    2. **Other Data Collection Requirements:** Contractor shall regularly collect and track data about referred and enrolled Participants. Contractor may use its own system for data collection, all Participant and outcome data must be accessible and shared with ACPD per the report schedule below.

## ORGANIZATIONAL STRUCTURE & STAFFING REQUIREMENTS

* + 1. Contractor’s treatment team shall consist of multidisciplinary staff to provide clinical and non-clinical case management, brokerage, and treatment. **Not all Participants will require case management services and/or intensive treatment. If case management caseloads become full or additional FTE’s are required to meet ACPD’s need, ACPD may re-evaluate whether additional staff is necessary and Contractor shall add any staff as requested by ACPD**. Contractor’s team shall be, at minimum, composed of the following employees/positions:
       1. **Licensed Psychiatrist** (0.25 FTE)

A Licensed Psychiatrist is required including to assist with medication management for participants.

* + - 1. Licensed Clinical Program Director **[Program Director]** (1.0 FTE)

The Program Director must be a LPHA or be a licensed practitioner with a masters, doctorate, or higher degree in psychology or counseling who has a minimum of two years of experience working with the reentry population.

The Program Director’s responsibilities shall include, at a minimum, the following:

* + - * 1. Oversee system for properly vetting all case management referrals sent to the Program (triage);
        2. Primary coordination of the clinical and non-clinical case management services of the Program;
        3. Ensure that the case management approach meets all contract requirements, including that it is strengths-based, goal driven, culturally informed, trauma informed, gender responsive, all gender inclusive, and family focused;
        4. Conduct and/or oversee operations including risk and needs and secondary assessments, reentry plans, provision of family focused services, and linkages to care;
        5. Routine professional development and coaching on all case management staff; and
        6. Coordinate directly with ACPD on overall REC operations.
      1. **Clinical/Intensive Case Managers** (3.0 FTE)

Clinical Case Managers must be a Master’s-level licensed professional—or be in training to obtain a their Master’s-level professional license—in a Social Work, Counseling, or Psychological discipline (e.g., MFT, MSW, LCSW).

Clinical Case Managers will:

* + - * 1. Work with the highest needs Participants who have severe behavioral health needs.
        2. Facilitate groups and activities at the REC and in the community.
        3. Clinical case managers may facilitate groups, workshops, and activities for Participants.
        4. Maintain caseloads of 15:1.
      1. **Reentry Case Managers** (3.0 FTE)

Reentry Case Managers must possess a bachelor’s degree\* in Social Services, Psychology, or related field.

Reentry Case Managers will:

* + - * 1. Work with the mild to moderate populations who do not require clinical case management services.
        2. Facilitate groups and activities at the REC and in the community.
        3. Maintain caseloads on a 25:1 ratio.

\*The requirement for a bachelor’s degree may be waived for individuals who possess related California Association for Drug/Alcohol Educators (CAADE) certification, Community Health Outreach Worker certificates, or other relevant human or social services certificates and can demonstrate a minimum of five years working with an adult reentry population.

* + - 1. **Peer Support Staff** (2.0 FTE)

Peer support staff shall be partners in the multidisciplinary team who have experience as consumers in the public behavioral health or criminal justice system(s).

* + - * 1. All peer support staff must have lived experience with the criminal justice or behavioral health system(s).
        2. Peer support staff duties and roles shall include, but not be limited to, the following:

Peer support;

Partaking in Participant orientations and welcomes;

Contributing significantly to the recovery culture;

Connecting through lived experience;

Mentoring, coaching, and/or teaching;

Linking to community resources; and

Facilitating achievement of reentry goals.

Facilitation of groups, workshops, activities.

Peer Support Staff will complement the work of other Staff, and they may or may not have unique caseloads.

*Bidders must have its Program Director already on staff per Section C (Bidder Minimum Qualifications). For all other positions, the Bidder must demonstrate how its proposed program currently meets the staffing requirements above or will meet the requirements within 60 days of award.*

* + 1. **Professional Development Opportunities**: Contractor shall provide program Staff with professional development opportunities. Contractor shall ensure these opportunities enable Staff to effectively serve Participants, including addressing trauma arising from incarceration and education about the unique barriers created by a criminal record. Professional development opportunities should be reflected in the proposal budget.

## LOCATION REQUIREMENTS

* + 1. **Days and Hours of Operation:** Contractor shall provide program service/activities during normal County business hours (8:00 a.m. – 5:00 p.m.), Monday through Friday. At County’s request, Contractor shall expand these days and hours in the future, with an increase in funding. .
    2. **Security and Supervision:** Contractor will ensure the REC area is secure by providing adequate supervision during hours of operation. Contractor will also provide a plan for additional security, if needed.
       1. Currently, at the TDRC, ACPD provides a security guard and metal detector on the first floor at 400 Broadway, Oakland. ACPD anticipates continuing to provide this security feature at no cost to Contractor and shall provide at least 30 days’ notice before any change.
    3. **Transportation**: Contractor shall provide a method of transportation services for Participants (e.g., Clipper cards, business-owned vehicles, etc.).
       1. If Contractor is providing transportation services with their own vehicle, including if the vehicle is rented, borrowed or leased, they must have adequate insurance coverage. The vehicle must be one that can be approached, entered, and used by persons with disabilities.

*[NOTE: While the County prefers to contract with a Bidder that provides vehicle transport for Participants within a five-mile radius of the REC between the hours of 8:00 a.m. – 5:00 p.m., it is not a requirement.]*

* + 1. **Site.** County shall provide the location for the REC, the Site. The Site is currently provided at 400 Broadway; however, County may change the location with 30 days’ notice to Contractor. Contractor shall create a therapeutic environment for Participants at the Site. At minimum, the Contractor shall provide:
       1. An environment where alcohol and non-prescribed drug use is not tolerated;
          1. Contractor, upon award, shall provide a copy of its written alcohol and drug use policy.
       2. Access to private, confidential area for Participants to meet with Staff;
       3. A confidential and secure location for Participant;
       4. Rooms designated for group therapy and CBI programming;
          1. Space must include tables, chairs, and restroom access that will be provided by ACPD.
       5. Kitchen access in which food storage and preparation for the group sessions may take place; and
       6. A plan, schedule, and allocation of space so that outside Service Providers can be co-located on Site as needed (Education, Employment, Family Reunification, Housing, etc.).
    2. **Personal Property.**
       1. Contractor shall provide County with an inventory with furniture, computers, copiers, printers, telecommunication equipment, office supplies, and all other tangible items purchased with funds from this Contract. Contractor shall include in the list of tangible items any computer software, licenses or rights to use purchased with funds from this Contract. The inventory shall be updated on a regular basis, no less than once each July. 30 days prior to the Contract termination, Contractor shall provide County with an updated inventory, including the location of the items.
       2. At termination of the Contract, County in its sole discretion may take possession of any items purchased using Contract funds. County and Contractor shall meet prior to the termination of the Contract to review the inventory list. County will notify Contractor of what items on the list that will transfer to the County and which items Contractor is responsible for removing from the REC Site. Contractor shall responsibly dispose of all items that are not transferring to County’s possession. If, after Contractor stops providing services at the REC, items remain that need to be disposed of, County may deduct the cost of the disposal from the payments due to Contractor.
       3. Contractor may be charged, including deduction of funds owed to Contractor by the County, for the cost of removing any remaining items, to repair any damages done by Contractor, or to repair damages from removal of any items from the Site and any other location and/or County property (owned or leased).
    3. In providing services at the Site, Contractor shall ensure the following:
       1. Compliance with fire regulations, health and safety regulations, building codes, and zoning regulations:

Buildings in which services are provided must follow city and county fire regulations, health and safety regulations, building codes, and zoning regulations. Emergency exits, smoke detectors, etc., must be clearly visible.

* + - 1. Compliance with Requirements for Accessibility for persons with Disabilities:

The term “accessibility” means that offices can be approached, entered, and used by persons with disabilities, including but not limited to those using wheelchairs or walkers, and those with sight impairments. All legal requirements must be met by Contractor, including but not limited to the following legal requirements related to accessibility:

* + - * 1. [Section 504 of the Rehabilitation act of 1973, 43 USC](https://en.wikipedia.org/wiki/Section_504_of_the_Rehabilitation_Act): Applies to all programs and activities receiving federal funds.
        2. [Architectural Barriers Act, 42 USC](https://www.access-board.gov/the-board/laws/architectural-barriers-act-aba): Applies to most new buildings built with federal assistance.
        3. [State Building Code, Title 22 of CA Code of Regs](https://dtsc.ca.gov/title22/): Applies accessibility standards of public buildings, public accommodations, and publicly funded rental housing.

## PROGRAM FRAMEWORK REQUIREMENTS

Contractor’s services shall meet and/or address the following Program Framework Requirements:

* + 1. **Cultural Awareness & Sensitivity** is a critical factor in the success of supports and services to the realigned population. Contractors shall have the cultural competency required to successfully serve the target population. This competency spans not just race/ethnicity and language capacity but includes understanding and reflecting participants’ shared experience of incarceration, as well as the unique experiences of sub-groups defined by gender, race, exposure to trauma, immigration experience, mental health status, substance use, socioeconomic status and other factors.
    2. **Coordination Across Disciplines:** Participants are likely to be served by multiple systems of care and may have multiple service coordinators, as well as a DPO, who serves as the ultimate case manager. Contractor shall coordinate/collaborate across all service systems and Service Providers (e.g., with healthcare, mental health, social services, housing providers) as well as with DPOs and others providing case management functions for the same Participant, with the goal to maximize coordination and minimize redundancy in supports.
    3. **Representation of the Formerly Incarcerated on Staff:** Formerly incarcerated individuals are known to be highly effective care providers, especially in peer-to-peer mentoring. They can serve as role models and credible messengers, provide shared perspective, and demonstrate to Participants that education and employment are attainable goals as well as steps toward a stable lifestyle. Contractor shall demonstrate the incorporation of formerly incarcerated individuals into their staffing for this project, whether already hired, or expected to be hired upon contract award.
    4. **Healthy Living Framework:** Compared to the general population, individuals with criminal justice involvement have high rates of physical and behavioral health disorders (requiring medication management and regular physician visits), are homeless or unstably housed, experience food insecurity, smoke cigarettes, and require support developing healthy sleeping habits. Contractor shall infuse a healthy living framework into its program model to address health concerns.
       1. Healthy living encompasses everything from staying connected with family, taking medication, exercising, eating well, and learning skills to be a contributing member of society.
       2. Helping Participants focus on heathy living behaviors will allow them to have “wins” along the way to their long-term supervision goals that may be otherwise challenging to achieve. Making behavioral changes in some areas can be motivating, leading to a larger drive for greater lifestyle changes.
    5. **One-Stop Shop Framework**: “One-stop shops” are a model of service delivery where diverse needs can be met from multiple organizations in one, single location (e.g., case management, cognitive-behavioral interventions, mentoring, assistance with transportation, housing, and employment. The one-stop shop approach seeks to address wide-ranging needs of individuals by increasing awareness and information about available assistance, reducing barriers to services by having them available on-site and increase collaborations and coordination between service partners. The REC will exemplify this approach by providing quicker, more efficient, and more convenient service by providing multiple service providers in one location. Participants will be able to access services on demand and will be able to utilize the services and resources they need the most. This Program will serve as the resource hub including meeting participants upon release and, oftentimes, being the first point of contact when someone is released from jail or prison.
    6. **Forensic Assertive Community Treatment (FACT) model** (see Exhibit G for more information on the FACT model).
    7. **Fundamental Principles of Evidence-Based Correctional Practice**

The following principles of Evidence-Based Correctional Practices are established by the Office of Justice Programs and provide an outline for best practices in the field. There are six fundamental principles of evidence-based correctional practice that are widely accepted as strategies to reduce future criminal behavior. Contractor shall incorporate these principles into their services.

* + - 1. **Risk-Need-Responsivity Framework (RNR)**: Maintain a comprehensive system to establish risk screening and needs assessment. The actuarial assessment of Participants—in a reliable and valid manner—is essential for the effective supervision and treatment of people returning from prisons, jails, and juvenile facilities. The levels of supervision and services for individuals must be matched to individual risk and need.
         1. Risk – Place justice-involved individuals participating in more structured intensive programing.
         2. Need – Target key dynamic behaviors that are known to increase the likelihood of a re-offense, as well as place individuals with more complex behavioral issues into more structured, intensive programming.
         3. Responsivity – Maximize treatment effects with interventions that are cognitive-based and tailored to the individual’s risk, needs, and strengths.
      2. **Enhance Intrinsic Motivation**: Staff must be able to relate to Participants in interpersonally sensitive and constructive ways to enhance their intrinsic motivation. Research findings suggest that motivational interviewing or other cognitive-behavioral communication techniques can effectively enhance the Participant’s desire to initiate and maintain behavior changes.
      3. **Target Higher-Risk Individuals**: Prioritize primary supervision and treatment resources for Participants who are at higher risk to re-offend. Consistent findings from a wide variety of recidivism studies show that supervision and treatment resources focused on lower-risk individuals produce little if any positive effect on the rates of subsequent criminal behavior and can at times increase the risk level of low-risk individuals. Maximum benefit is gained only when intervention resources are directed to moderate- and high-risk individuals.
      4. **Address Participant’s Greatest Criminogenic Needs**: The greatest emphasis must be placed on addressing those needs that are most closely associated with criminal behavior. Certain criminogenic needs (such as substance use, antisocial attitudes, antisocial peers and family, and employment) have been shown to be particularly important factors in predicting future recidivism and may be viewed as primary targets for intervention. When the factors that lead the individuals to commit crimes are effectively addressed, that person is less likely to commit crime.
      5. **Use Cognitive Behavioral Interventions (CBI)**: Cognitive-behavioral interventions have been shown effective with both adult and juvenile offender populations. These strategies are focused on changing the individual’s thinking patterns to change future behavior. The most effective interventions provide opportunities for individuals to practice new behavior patterns and skills with feedback from program staff. Contractors are required to infuse CBI interventions into their program.
      6. **Determine Dosage and Intensity of Services**: Higher-risk Participants require significantly more structure and services than lower-risk Participants. High-risk Participants should receive a minimum of 300 hours of cognitive-based interventions, moderate-risk Participants should receive a minimum of 200 hours, and low-risk Participants should receive a minimum of 100 hours of cognitive-based interventions. Additionally, during the initial three to nine months post-release, 40% - 70% of high-risk Participants’ free time needs to be occupied with delineated routine and appropriate services.
      7. **Trauma-Informed Care (TIC)**: Contractor(s) must design activities in such a way that prevents re-traumatization; services must respond to behavioral problems as maladaptive coping mechanism to Participants reframe their life narrative form one of victim to resilient survivor by creating a low anxiety atmosphere characterized by high levels of trust.
      8. **Gender Responsive Services**: Other important factors, such as developmental age, gender, culture, mental health, cognitive abilities, motivation, and stability (e.g. housing) may influence an individual’s ability to benefit from treatment. Contractor(s) must design activities in such a way that create an environment that responds to the realities of the lives of gender identified, trans, and non-binary individuals and address their strengths and challenges.[[2]](#footnote-2)

## ADMINISTRATIVE REQUIREMENTS

Contractor shall administer the Program in accordance with the following administrative requirements, including having and maintaining plans, policies, and procedures in place for addressing each of the following:

* + 1. Administration and Fiscal Management

Contractor shall administer the Program as a separate organizational, administrative, and fiscal activity and shall keep this program(s) separate and distinct from other activities and.

* + 1. Staff Background Checks
       1. Contractor shall conduct background checks on all Staff and verify compliance as requested by County.
       2. Contractor shall include in background checks verification of educational credentials and employment experience.
       3. Contractor shall provide notice to County if any Staff has had their professional and/or clinical license revoked or suspended at any time. The notice shall be in writing and include the reason, timeframe, and outcome of the revocation or suspension.
    2. Participant Release/Consent Information
       1. Contractor shall obtain releases from each Participants to collect client-level data and provide such data to ACPD, including identifying information, upon demand by ACPD. If Contractor cannot obtain a release from any Participant because that individual refuses to sign a release, Contractor shall report the refusal to ACPD.
       2. For any Participant who refuses to sign a release, Contractor shall report the same data in a format that does not use the Participant’s name or otherwise identify the Participant.
       3. The refusal of a Participant to sign consent for release of information shall not interfere with the provision of services by Contractor or the payment to Contractor for services provided (as long as the data is provided).
    3. Staff Development and Training Plan
       1. Contractor shall have and maintain current job descriptions on file with ACPD for all personnel whose salaries, wages, and benefits are funded through this Contract. Job descriptions shall specify the minimum qualifications for services to be performed and shall be provided to ACPD for approval. Contractor shall submit revised job descriptions ACPD for approval prior to implementing any changes or employing persons who do not meet the minimum qualifications.
       2. In 2016, the Board of Supervisors and a host of community advocates established the Reentry Hiring Program.  The program focuses on facilitating employment opportunities of the hardest to employ, which includes individuals supervised by ACPD.  In support of these initiatives, Contractor shall monitor and report monthly on how many individuals with criminal justice involvement are being employed by their Contractor and any subcontractors.  Contractor shall complete a web-based staffing report by the 10th of every month.
       3. Contractor shall provide Staff with regular trainings, including attendance at all trainings required by County as part of this Contract. Trainings required by the County will be provided at no cost to Contractor, and may be either on-site or off-site (to be determined by the training provider). Examples of trainings include, but are not limited to, the following: core competencies for working with criminal-justice involved individuals, evidence-based practices, and over-does prevention (including Narcan that must be part of the Contractor’s on-site first aid kit).
    4. Funding Acknowledgments

Contractor shall ensure all written materials, publications, electronic media which are produced with funds from this Contract and/or pertains to the target population being serviced by this Contract include a funding acknowledgment statement in the form of a sentence under a separate heading entitled" Funding" directly after your acknowledgements. “Alameda County Probation Department” must be written out in full, an approved logo attached followed by the Contract number in square brackets and submitted to ACPD for written approval of the name and logo prior to mass production and/or distribution. All written materials, publications, and electronic media, which include the funding statement and logo, shall be submitted to the ACPD **prior** to mass production for approval. Please see following example of a funding statement:

*This work is supported by the Alameda County Probation Department, funded by AB109 dollars, as part of the Reentry Engagement Center Master Contract No. 901780.*

## DELIVERABLES

This will be a performance-based contract with measurements and standards. The performance measures will assist in determining the quality and efficiency of the services provided. Contractor shall promptly provide ACPD any and all data measurements that are requested.

* + 1. **Data Measures:** Contractor shall provide regular reports on data measurements, including but not limited to, the following:
       1. Performance measures: ***How much was done?***
          1. **Outreach and Engagement**

The number of community/outreach meetings attended and/or hosted by the Contractor each month.

Contractor will attend or host at least three community/outreach meetings a month in order to promote the Program.

Contractor will enroll 50 unduplicated Participants a month.

* + - * 1. **Pro-social and Cognitive Behavioral Interventions (CBI)**

The number of prosocial activities coordinated each month by the Contractor.

The number of CBI groups conducted by the Contractor each month.

* + - * 1. **Case Management Program**

Of the Participants referred by ACPD, the number enrolled in case management within 30 days of referral.

Of the Participants enrolled in case management, the number who complete orientation and assessment within 30 days of enrollment.

Of the Participants enrolled in case management and who completed orientation and assessment, the number who receive a case plan within the first 30 days of enrollment.

The number of Participants enrolled in case management who participate in the peer-mentoring program.

The number of Participants enrolled in case management who participate in at least one prosocial activity.

The number of Participants enrolled in case management who complete least one CBI program.

* + - * 1. Non-Case Management Program

Of the Participants referred by ACPD, the number who enrolled in the program but were not referred to case management services.

Of the Participants enrolled in the non-case management program, who receive services or resources within 30 days of enrollment.

The number of non-case managed Participants who participate in the peer-mentoring program.

The number of non-case managed Participants who participate in at least one prosocial activity.

The number of non-case managed Participants who complete least one CBI program.

* + - 1. Performance measures: ***How well was it done?***
         1. Case Management Program

Number and percentage of Participants who are engaged in case management services for at least three months.

Goal: **80% of all case managed Participants.**

* + - * 1. Number and percentage of case managed Participants who successfully complete one of their case plan goals in the first 60 days.

Goal: **90% of all case managed Participants**

* + - * 1. Number and percentage of case managed Participants who participate in the peer-mentoring program.

Goal: **50% of all case managed Participants**

* + - * 1. Number and percentage of case managed Participants who participate in at least one prosocial activity within the first 90 days.

Goal: **70% of all case managed Participants**

* + - * 1. Number and percentage of case managed Participants who participate in at least one CBI program.

Goal: **75% of all case managed Participants**

* + - * 1. **Non-Case Management Program**
        2. Percentage of non-case managed Participants who received services or resources within 30 days.

Goal: **100% of all non-case managed Participants**

* + - * 1. Number and percentage of non-case managed Participants who participate in the peer-mentoring program.

Goal: **25% of all non-case managed Participants**

* + - * 1. Number and percentage of non-case managed Participants who are participate in at least one prosocial activity within the first 90 days.

Goal: **25% of all non-case managed Participants**

* + - * 1. Number and percentage of case managed Participants who participate in at least one CBI program.

Goal: **25% of all non-case managed Participants.**

* + - 1. Objectives: How are long-term outcomes?
         1. **Long Term Outcomes:**

Case managed Participants are not arrested while enrolled in the program.

Case managed Participants do not violate the terms of their probation while enrolled in the program.

Case managed Participants do not return to custody while enrolled in the program.

* + 1. **Quarterly Reports and Annual Report:** Contractor shall have in place a system to collect and analyze performance measures, objectives, and/or outcomes on a quarterly and annual basis. Contractor shall provide the reports within 10 days from the end of the quarter based on a calendar year (April 10th, July 10th, October 10th, and January 10th). The annual report shall be provided to ACPD no later than January 30th.
    2. **Individual Data**: Upon ACPD request, Contractor shall provide individual Participant data on services provided for evaluation and/or quality assurance purposes.
    3. **Performance Improvement Plan (PIP)**: Contractor shall provide the best quality service in a complete and timely matter to its Participants who will be part of this program. To help ensure this level of service, if Contractor falls below an acceptable level of service, as solely determined by the County, the County may, after an initial meeting with Contractor, place the Contractor on a Performance improvement Plan (PIP). The PIP may include, but is not limited to, an outline of the corrective actions, a timeline illustrating when these actions will occur, and additional documentation or information that may be requested by the County. County is under no obligation to place Contractor on a PIP and may take any other action it is entitled to pursuant to the Contract with or without instituting a PIP.

## REPORTS

* + 1. Monthly Reports
       1. Monthly reports shall be submitted with each monthly invoice by the 10th of the next month (or the next business day when the 10th is on a weekend or holiday). Each monthly report shall include data for the previous month of service (for example the December 10th report should include November data) and shall include, but not be limited to, each category below:
          1. For each Participant:

Names;

Probation case number (if applicable);

Date of birth, address, Participant descriptive information (referral source, gender, ethnicity etc.);

Date of Assessment Completion;

Program Completion, Exit, and/or Discharge outcome information (e.g., Program Violation, Probation Violation, Arrested, Completed Program Successfully, Relocated, etc.); and

Additional outcome information, as required.

* + - * 1. For Program:

Total unduplicated Participants served for the month;

Cumulative total unduplicated active Participants engaged in the program;

* + - 1. Additional Performance Measures: Contractor shall work with the ACPD Contract Manager to develop a reporting mechanism that will capture and track performance measures and deliverables, and this will be included in the monthly report. This is to ensure that goals are being met and performance is being measured consistently.
    1. Bi-Annual Progress Reports
       1. In addition to monthly data reports, Contractor shall submit a bi-annual narrative report to the ACPD Contract Manager, or designee, discussing the outcomes detailed above and any additional outcome information at ACPD’s request. Bi-annual narrative reports will be due January 15th (July through December) and July 15th (January through June) of each fiscal year of the contract period. Said progress reports shall include, but are not limited to the following:
          1. A description of Contractor’s progress in providing services;
          2. A cumulative description of the work and services provided;
          3. Any difficulties or special problems encountered;
          4. Any pertinent facts or interim findings; and
          5. An account of whether Contractor is or is not progressing satisfactorily in conducting and completing the services, including any explanatory, extenuating, or mitigating circumstances.
    2. Referral/Service Status Reports
       1. Contractor shall submit and maintain data on all referrals (Referral/Service Status Reports) through the Provider Portal. When available, Contractor will use the portal to confirm receipt of the referral, update status of each referral, and provide the outcome of the services, per Participant, monthly. Probation will provide access to and training on the Provider Portal after execution of the Contract.
    3. Final Activity Report
       1. No later than thirty (30) days following the last of services provided, Contractor shall provide to ACPD, a written Final Activity Report which shall include, but are not limited to, an evaluation of the quantity, quality, and impact of the work undertake in conducting services provided under this Contract.
    4. Upon County’s request, all records and materials relevant to the documentation of services provided under this Contract, including case records, logs, training curricula and materials shall be immediately available for review.
    5. Contractor shall promptly, and in no event longer than two days, comply with all requests by the County to provide electronic data files (e.g., XML files; delimited files; comma separated value files; etc.)
    6. Contractor must participate in the ACPD’s program evaluation efforts. These evaluations will utilize existing data required in monthly reports before adding new data. Data will be utilized to document services provided, and the short and intermediate impact or outcome of those efforts (during the time that Contractor is in contact with Participants and/or Clients).

## NETWORKING / BIDDERS CONFERENCES

* + 1. The bidders conference will have an online conference option enabled for remote participation. Bidders can opt to participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) at:

[<http://gsaalamedacounty.adobeconnect.com/admin/show-event-catalog>](http://gsaalamedacounty.adobeconnect.com/rfp901106/).

In order to get the best experience, the County recommends that Bidders who participate remotely use equipment with audio output such as speakers, headsets, or a telephone. Bidders may also attend this conference in person.

* + 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. The list of bidders conference attendees and vendor outreach will be released in a separate document.
    3. Questions will be addressed in an RFP Question and Answer (Q&A) document following the networking/bidders conference(s). Should there be a need to amend or revise the RFP, an addendum will be issued following the Networking/Bidders Conferences.
    4. Potential bidders are strongly encouraged to attend networking/bidders conference(s) in order to further facilitate subcontracting relationships. Vendors who attend a networking/bidders conference will be added to the Vendor Bid List. Failure to participate in a networking/bidders conference will in no way relieve the Contractor from furnishing goods and/or services required in accordance with these specifications, terms, and conditions. Attendance at a networking/bidders conference is highly recommended but is not mandatory.
    5. In addition to the networking/bidders conference, the County is also offering limited tours of the current TDRC location, which will be the REC Site. These tours, while strongly encouraged and recommended, are not mandatory. Dates and times for the tours can be found in the CALENDAR OF EVENTS.
       1. If you plan to attend a tour, please email [lovell.laurente@acgov.org](mailto:lovell.laurente@acgov.org) to make a reservation. Tours will start promptly at times indicated in the CALENDAR OF EVENTS.

# 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 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 services being contracted and/or the target population. The CSC will score and rank Bidders in accordance with the evaluation criteria set forth in this RFP.

All contact during the evaluation phase shall be through the GSA-Procurement department only. Bidders shall neither contact nor lobby evaluators during the evaluation process. Attempts by a bidder to contact and/or influence members of the CSC may result in disqualification of that 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 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 that proposes the County the best quality as determined by the combined weight of the evaluation criteria. The County may award a contract of higher qualitative competence over the lowest priced response.

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

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

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

If the two-stage approach is used, the 10 Bidders receiving the highest preliminary scores and with at least 200 points will be invited to an oral interview.  Only the Bidders meeting the short list criteria will proceed to the next stage.  All other Bidders will be deemed eliminated from the process.  All Bidders will be notified of the short list participants; however, the preliminary scores at that time will not be communicated to Bidders.

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

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

The Evaluation Criteria and their respective weights are as follows:

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria** | **Weight** |
|  | **Completeness of Response:**  Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria, and will receive no further consideration.  Responses that are rated a Fail and are not considered may be picked up at the delivery location within 14 calendar days of contract award and/or the completion of the competitive process. | Pass/Fail |
|  | **Debarment and Suspension:**  Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended, or other excluded parties located at <https://www.sam.gov>. | Pass/Fail |
|  | **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.    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 |
|  | **Budget Narrative**  Proposals will be evaluated against the RFP specifications and the questions below:   1. How well does the Bidder’s cost capture all activities and staff needed to meet the services requested? 2. How well does the Bidder allocate staff and resources? 3. How well does the narrative detail how Bidder arrived at particular calculations? 4. Is the proposed cost appropriate to the nature of the services to be provided? | 10 Points |
|  | **Key Personnel:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. Do the individuals assigned to the project have experience on similar projects? 2. How extensive is the applicable education and experience of the personnel designated to work on the project? | 10 Points |
|  | **Description of Proposed Services:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. Did the Bidder confirm its capability of meeting all the Requirements in the RFP and Exhibit A – Bid Response Packet (e.g., Program, Organizational/Staffing, Location, Program Framework, Administrative, Deliverables, Reporting, etc.)? 2. How well did the Bidder respond to each scenario in the Exhibit A – Bid Response Packet? 3. Has the Bidder demonstrated a thorough understanding of the purpose and scope of the project? 4. How well has the Bidder identified pertinent issues and potential problems related to the project? 5. Has the Bidder demonstrated that it understands the deliverables the County expects it to provide? 6. Does the Bidder depict a logical approach to fulfilling the requirements of the RFP? 7. How well does the Bidder achieve all the requirements set out in the RFP? 8. How well has the Bidder Identified any limitations, restrictions, pertinent issues, and/or potential problems in providing the services that the County should be aware of in evaluating its bid response? | 25 Points |
|  | **Implementation Plan and Schedule:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. What is the likelihood that Bidder’s implementation plan and schedule will meet the County’s needs? 2. Has the Bidder demonstrated that it understands the County’s needs and can meet it? 3. Has the Bidder identified and planned for mitigation of risks which Bidder believes may adversely affect any portion of the County’s needs? | 10 Points |
|  | **References (See Bid Response Packet)**  If a short list process is used for a solicitation, references are only performed on the short list vendors and the score is not included in the preliminary short list score | 10 Points |
|  | **Oral Interview:**  The oral interview on the proposal shall not exceed 60 minutes. The oral interview may include responding to standard and specific questions from the CSC and/or County regarding the Bidder’s proposal. The scoring may be revised based on the oral interview. | 20 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** | | |
|  | Local Preference: Points equaling five percent of Bidder’s total score, for the above Evaluation Criteria, will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent of Bidder’s total score, for the above Evaluation Criteria, will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |

## CONTRACT EVALUATION AND ASSESSMENT

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

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

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

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

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract and/or Contractor’s goods and services as contracted for therein, the Contractor will be notified that the contract is being terminated.  Contractor shall be responsible for returning County facilities to their original state at no charge to the County.  The County will have the right to invite the next highest ranked Bidder to enter into a contract.  The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

## NOTICE OF INTENT TO AWARD

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

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

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

## BID PROTEST/APPEALS PROCESS

GSA-Procurement prides itself on the establishment of fair and competitive contracting procedures and the commitment made to 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.

* + 1. Any Bid protest by any Bidder regarding any other Bid must be submitted in writing to the County’s GSA–Office of Acquisition Policy, ATTN: Contract Compliance Officer, located at 1401 Lakeside Drive, 10th Floor, Oakland, CA 94612, Fax: (510) 208-9720, before 5:00 p.m. of the FIFTH (5th) business day following the date of issuance of the Notice of Intent to Award, not the date received by the Bidder. A Bid protest received after 5:00 p.m. is considered received as of the next business day
       1. The Bid protest must contain a complete statement of the reasons and facts for the protest.
       2. The protest must refer to the specific portions of all documents that form the basis for the protest.
       3. The protest must include the name, address, email address, fax number, and telephone number of the person representing the protesting party.
       4. The County Agency/Department will notify all Bidders of the protest as soon as possible.
    2. Upon receipt of written protest, GSA–Office of Acquisition Policy, or designee, will review and evaluate the protest and issue a written decision. The GSA–Office of Acquisition Policy, may, at its discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing or GSA award date.   
         
       The decision will be communicated by e-mail, fax, or US Postal Service mail, and will inform the Bidder whether or not the recommendation to the Board of Supervisors or GSA in the Notice of Intent to Award is going to change. A copy of the decision will be furnished to all Bidders affected by the decision. As used in this paragraph, a Bidder is affected by the decision on a Bid protest if a decision on the protest could have resulted in the Bidder not being the apparent successful Bidder on the Bid.
    3. The decision of the GSA-Office of Acquisition Policy on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak Street, Room 249, Oakland, CA 94612, Fax: (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose Bid is the subject of the protest, all Bidders affected by the GSA-Office of Acquisition Policy's decision on the protest, and the protestor have the right to appeal if not satisfied with the GSA-Office of Acquisition Policy's decision. All appeals to the Auditor-Controller's OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the GSA-Office of Acquisition Policy, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day. An appeal received after the FIFTH (5th) business day following the date of issuance of the decision by the GSA-Office of Acquisition Policy shall not be considered under any circumstances by the GSA or the Auditor-Controller OCCR.
       1. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
       2. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). The appeal to the OCCR shall be limited to review of the procurement process to determine if the contracting department materially erred in following the Bid or, where appropriate, County contracting policies or other laws and regulations.
       3. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the GSA-Office of Acquisition Policy. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the GSA-Office of Acquisition Policy or department designee, and will determine whether to uphold or overturn the protest decision.
       4. The Auditor’s Office may overturn the results of a bid process for ethical violations by Procurement staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest
       5. The decision of the Auditor-Controller’s OCCR is the final step of the appeal process. A copy of the decision of the Auditor-Controller’s OCCR will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidders affected by the decision.
    4. The County will complete the Bid protest/appeal procedures set forth in this paragraph before a recommendation to award the Contract is considered by the Board of Supervisor or GSA.
    5. The procedures and time limits set forth in this paragraph are mandatory and are each Bidder's sole and exclusive remedy in the event of Bid Protest. A Bidder’s failure to timely complete both the Bid protest and appeal procedures shall be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, shall constitute a waiver of any right to further pursue the Bid protest, including filing a Government Code Claim or legal proceedings.

## TERM / TERMINATION / RENEWAL

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

## QUANTITIES

* + 1. Quantities listed herein are estimates and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

## PRICING

* + 1. Prices quoted shall be firm for the first 24 months of any contract that may be awarded pursuant to this RFP.
    2. Unless otherwise stated, Bidder agrees that, in the event of a price decline, the benefit of such lower price shall be extended to the County.
    3. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and County only after completion of the initial term.
    4. All prices quoted shall be in United States dollars and "whole cent," no cent fractions shall be used. There are no exceptions.
    5. Price quotes shall include any and all payment incentives available to the County.
    6. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.
    7. 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 RFP section entitled “Evaluation Criteria/Selection Committee.”
    2. The committee will recommend award to the Bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be made to the Bidder with the lowest price.
    3. Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County’s purchase of goods and services.

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

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

For purposes of this bid, applicable industries include, but are not limited to, the following NAICS Code(s): 621112; 621330; 621420; 624190.

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

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

* + 1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
    2. Any proposal/bids that contain false or misleading information may be disqualified by the County.
    3. The County reserves the right to award to a single or multiple Contractors.
    4. The County has the right to decline to award this contract or any part thereof for any reason.
    5. Board approval to award a contract is required.
    6. 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.

## METHOD OF ORDERING

* + 1. A written PO and signed Standard Agreement contract will be issued upon Board approval.
    2. POs and Standard Agreements will be faxed, transmitted electronically or mailed and shall be the only authorization for the Contractor to place an order.
    3. POs and payments for products and/or services will be issued only in the name of Contractor.
    4. Contractor shall adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
    5. Change orders shall be agreed upon by Contractor and County and issued as needed in writing by County.

## INVOICING

* + 1. Contractor shall invoice the requesting department on a monthly basis for services performed as reported on a Monthly Report Form to be provided by the requesting department. Monthly invoices will be reviewed against the expenses outlined in the Exhibit A – Bid Response Packet and/or a set of performance measures to be negotiated during the contracting phase.
       1. At the County’s sole discretion and upon the County’s request, itemized receipts and supplemental documentation shall be provided by the Contractor for reimbursable expenses.
    2. County will use best efforts to make payment within 30 days following receipt and review of invoice and upon complete satisfactory receipt of product and performance of services.
    3. County shall notify Contractor of any adjustments required to invoice.
    4. Invoices shall contain County PO number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
    5. Contractor shall utilize standardized invoice upon request.
    6. Invoices shall only be issued by the Contractor who is awarded a contract.
    7. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the PO’s.
    8. The County will pay Contractor monthly or as agreed upon, not to exceed the total quoted in the bid response.

## 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 that 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 the County to ensure that established standards are adhered to.
    4. Contractor account manager shall keep the County Specialist informed of requests from departments as required.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

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

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

All questions regarding these specifications, terms, and conditions are to be submitted in writing, preferably via e-mail, by date and time specified in the CALENDAR OF EVENTS:

Lovell Laurente, Procurement & Contracts Specialist

Alameda County, GSA-Procurement

1401 Lakeside Drive, Suite 907

Oakland, CA 94612

Email: [lovell.laurente@acgov.org](mailto:lovell.laurente@acgov.org)

Phone: (510) 208-9621

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

## SUBMITTAL OF BIDS

* + 1. All bids must be completed and successfully uploaded through Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/) BY 2:00 p.m. on the due date specified in the Calendar of Events. Technical difficulties in downloading/submitting documents through the Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org) shall not extend the due date and time.

The bid shall be uploaded in a single file (PDF with OCR preferred) and shall include the Bid Response Packet and all additional required documentation.

* + 1. No email (electronic) or facsimile bids will be considered.
    2. All costs required for the preparation and submission of a bid shall be borne by Bidder.
    3. 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.
    4. All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed its evaluation, a recommended award has been made by the County Selection Committee, and the contract has been fully negotiated with the intended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five calendar days before the recommendation to award and enter into a contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will be sent recommend to award/non-award notification(s), which will include the name of the Bidder to be recommended for award of this project.  In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
    5. 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.
    6. 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.
    7. 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.
    8. 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.
    9. 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).
    10. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

## RESPONSE FORMAT

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

### EXHIBIT A

**BID RESPONSE PACKET**

**INSTRUCTIONS**

* **As described in the submittal of bids section of this RFP, Bidders must submit an electronic copy of the bid in PDF (with OCR preferred). The electronic copy must have all appropriate pages signed (**✍**).**
* **Each page of the Bid Response Packet must be submitted through the** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **as PDF attachment(s) with all required information included and documents attached; any pages of the Bid Response Packet not applicable to the Bidder must be submitted with such pages or items clearly marked “N/A” or the bid may be disqualified as incomplete.**
* **Bidders shall not modify the Bid Response Packet or any other County-provided document unless instructed to do so. Modifications Bidders are instructed to make include:**
  + **On the cover page of the Bid Response Packet, Bidders must replace the information in BLUE font (name of Bidder organization, primary contact name, etc.).**
* **Bidder must quote price(s) as specified in the RFP, including any addendums, and as specified in the** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **event.**
* **Bidders that do not comply with the requirements, and/or submit incomplete bid packages, are subject to disqualification and their bids being rejected.**
* **If a Bidder is making any clarifications, or taking exception to policies or specifications of this RFP, these must be submitted in the *Exceptions and Clarifications* form of the Bid Response Packet in order for the bid response to be considered complete.**
* **For all documents prepared and submitted by the Bidder, the County suggests using a font comparable to Times New Roman 12 with single spacing.**

**Date of Submission**

**Name of Bidding Organization**

**Primary Contact Name**

**Primary Contact Title**

**Address 1**

**Address 2**

**City, State Zip Code**

**Phone Number**

**Email Address**

### BID RESPONSE PACKET

**RFP No. 901780**

**AB109 Direct Services**

**Reentry Engagement Center (REC)**

#### BIDDER INFORMATION

Official Name of Bidder:

Street Address Line 1:

Street Address Line 2:

City:  State:  Zip Code:

Webpage:

Type of Entity / Organizational Structure (check one):

Corporation  Joint Venture

Limited Liability Partnership  Partnership

Limited Liability Corporation  Non-Profit / Church

Other:

Jurisdiction of Organizational Structure:

Date of Organizational Structure:

Federal Tax Identification Number:

Primary Contact Information:

Name / Title:

Telephone Number:  Alternate Number:

E-mail Address:

#### BIDDER ACCEPTANCE

1. The undersigned declares and agrees that the Bid Documents, including, without limitation, the RFP, Q&A, Addenda, and Exhibits have been read and accepted.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. 901780 – AB109 Direct Services: Reentry Engagement Center.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, general County requirements, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County’s website:

* [**Debarment / Suspension Policy**](http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm)

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

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

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

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

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

* **Small Local Emerging Business Program**

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

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

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

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

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

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

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

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

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

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

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

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

**SIGNATURE:** ✍

Name/Title of Authorized Signer:

Dated this  day of  20

#### TABLE OF CONTENTS

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

#### LETTER OF INTRODUCTION

**Instructions**: Bidder shall remove this page and replace it with a **Letter of Introduction**, a brief two-page letter. This letter should include an overview of the organization and its history of providing reentry and behavioral health services—in particular its experience with the FACT model—in Alameda County. The letter can include experiences in surrounding Counties or elsewhere, however the emphasis should be for services provided in Alameda County. Please include the organization’s experience working with the target population and a confirmation of the organization’s ability to perform the commitments contained in the proposal. The Letter of Introduction shall also provide a brief synopsis of the highlights of the proposal and overall benefits to the target population. The page(s) inserted shall be clearly marked *Letter of Introduction*.

**Maximum Length**: 2 pages

#### BUDGET FORM

**Instructions (please keep and include this page as part of the bid response)**:

Following this page, Bidder must provide a completed budget form.

***BUDGET FORM* Criteria:**

* 1. Bidders shall use the **BUDGET FORM** template provided on the next page;
     1. If needed, additional lines may be added for ***Personnel***, ***Fringe Benefits***, and/or ***Direct Costs***.
  2. Indirect Costs cannot exceed 10% of the total program budget.
     1. The maximum budget allocation for Indirect costs, which may be billed monthly, is no more 10% of the total program costs billed for each month. These expenses may fluctuate from month to month, depending on expenditures for service.

**BUDGET FORM TEMPLATE**

|  |  |
| --- | --- |
| **BIDDER NAME** |  |
| **COUNTY REQUEST TOTAL (Year 1 + Year 2)** | **$** |
| **TOTAL PROGRAM BUDGET (Year 1 + Year 2)** | **$** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **COUNTY REQUEST** | **TOTAL PROGRAM BUDGET** | **COUNTY**  **REQUEST** | **TOTAL PROGRAM BUDGET** |
| **PROGRAM COSTS** | **YEAR 1** | **YEAR 1** | **YEAR 2** | **YEAR 2** |
| **A – PERSONNEL** |  |  |  |  |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
| **SUBTOTAL** | **$** | **$** | **$** | **$** |
| **B – FRINGE BENEFITS** |  |  |  |  |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
| **SUBTOTAL** | **$** | **$** | **$** | **$** |
| **C – DIRECT COSTS** |  |  |  |  |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
|  | **$** | **$** | **$** | **$** |
| **SUBTOTAL** | **$** | **$** | **$** | **$** |
| **TOTAL PROGRAM COSTS** | **$** | **$** | **$** | **$** |
| **DIRECT PARTICIPANT FINANCIAL SUPPORT** (e.g., Incentives, Barrier Removal, etc.) | **$** | **$** | **$** | **$** |
| **INDIRECT COSTS** (not to exceed 10% of the total program costs) | **$** | **$** | **$** | **$** |
| **REQUESTED CASH ADVANCED FUNDING** (not to exceed 15% of total budget) | **$** | **$** | **$** | **$** |
| **GRAND TOTAL** | **$** | **$** | **$** | **$** |

#### BUDGET NARRATIVE

**Instructions (please keep and include this page as part of the bid response)**:

Following this page, Bidders must provide a **BUDGET NARRATIVE** for all items included in their Budget Form. The Budget Narrative must provide a detailed explanation, justification, and breakdown of cost calculation, including any leveraged funding for the program.

At minimum, the Bidder must detail:

* 1. The work to be performed and all associated costs (operating expenses).

1. The work to be performed should clearly match up with work performed in the Description of Proposed Services.
   1. The names and/or positions of all individuals that will perform the services (personnel);
2. Names of Key Personnel should be listed whenever appropriate
3. The estimated number of hours for each individual, corresponding hourly rates per individual, and extended costs.
4. Fringe Benefits
   1. Cash advanced funding, if needed.
5. Amount not to exceed 15% of total budget
6. Must be itemized and will require itemized receipts for all expenditures

**Maximum Length:** none

#### TABLE OF KEY STAFF

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

This table should include all key Staff who will provide services to the County. The table shall include the following information for each key Staff person:

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

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

In addition to the table, **Bidder shall submit a complete résumé or curriculum vitae for the Program Director** that includes educational background, relevant experience on similar projects, certifications, and merits. Once awarded, the Contractor will be required to submit résumés for all Staff to ACPD for approval. Please note that proposals are public documents and home addresses of staff are discouraged from being included.

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

#### PROPOSED SERVICES

**Instructions**: This item is required, and this page must be included as part of the Bid Response Packet.

**By checking this box**, Bidder confirms its acceptance and capability of meeting all requirements set forth in this RFP, including but not limited to, *Program, Organizational Structure & Staffing, Location, Program Framework, Administrative, Deliverable,* and *Reporting* requirements. **Failure to check this box by the Bidder may result in disqualification**.

* + - * 1. On a separate page following this section, Bidder must describe its adopted, comprehensive safety plan that demonstrates the Bidder’s commitment to the security of all staff and Participants at the REC. **[Not to exceed 2 pages]**
        2. On a separate page following this section, Bidder must describe how it will adhere to the FACT model, specifically indicating how it will incorporate the eight principles of FACT listed in Exhibit G. **[Not to exceed 5 pages]**
        3. On a separate page following this section, Bidder must describe how it will create a comprehensive one-stop program that will serve Participants with diagnosed SMI, as well as medium to medium-high risk individuals. **[Not to exceed 4 pages]**.
        4. On a separate page following this section, Bidder must describe how it will create a therapeutic environment, specially stating how it will facilitate engagement encounters with Participants as they arrive in the lobby of 400 Broadway. **[Not to exceed 4 pages]**
        5. On a separate page following this section, Bidder must describe in detail its plan for outreach and engagement. **[Not to exceed 2 pages]**
        6. On a separate page following this section, Bidder must describe its incentive program. [N**ot to exceed 3 pages**]
        7. On a separate page following this section, Bidder must describe it peer mentoring program. How do you view, and intend to use, the position “ambassador” and what steps does one go through to earn this title? What is the expectation of the ambassadors and how do they connect with other Participants? [**Not to exceed 2 pages**]
        8. In addition, on a separate page(s) following this section, Bidder must describe how it would respond to each of the following scenarios below. Bidder should provide the original text of the scenario as part of its response. **[Not to exceed 2 pages per scenario]**

**Scenario #1:**

*A Client arrives at the center and smells of alcohol, and staff has noticed that she is acting strangely. She has a history of methamphetamine use. She indicates that she is required by her DPO to attend group therapy on this day and will be sanctioned if she does not attend. When asked by staff, she says that she has not been using drugs but had a couple of drinks the previous evening. How do you respond?*

**Scenario #2:**

*A male Client shows up at the center and is visibly agitated and wielding a small pocket knife, threatening a female staff, who is his current case manager. He was recently incarcerated for a domestic violence charge against his girlfriend. Please provide a description of how you would handle this Client, both in the moment and in the future. What steps would you take, who would be responsible for addressing the Client, what would happen to the Client, etc.?*

**Scenario #3:**

*A Client, who presents physically as a male, is asking for staff to call her “Samantha” and is requesting to be in a women’s group that is being offered at the REC. How do you respond?*

**Scenario #4:**

*A Client shows up to the center and has been referred to a court mandated domestic violence group by his DPO. When staff approach him, he indicates that he does not have time for class today but is hoping to get a hygiene kit and some bus tokens. How do you respond?*

**Scenario #5:**

*A Participant has been referred to the REC for case management services. For the first couple of months, the Participant is engaged, attending class, and is housed. The case manager then notices that the Participant is showing up late, is often disheveled, and was just informed that he is in jeopardy of losing his housing. What do you do and in what order?*

**Maximum** **Length**: Not to exceed limits noted above.

#### IMPLEMENTATION PLAN AND SCHEDULE

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

Bidder must include an *Implementation Plan and Schedule* that specifically addresses the following:

1. Staffing levels;
2. Location requirements;
3. Schedule and calendar of events (description of services);
4. Outreach plan and printed materials;
5. *Policy and Procedures* and *Participant/Provider* handbooks.

**Maximum** **Length**: Not to exceed 4 pages.

#### SLEB INFORMATION SHEET

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

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

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

SMALL LOCAL EMERGING BUSINESS (SLEB)

INFORMATION SHEET

**RFP No. 901780 – AB109 Direct Services: Reentry Engagement Center**

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

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

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

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

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

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

**OR**

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

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

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

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

Bidder Signature: ✍ Date:

#### REFERENCES

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

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

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

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

**REFERENCES**

RFP No. 901780 – AB109 Direct Services: Reentry Engagement Center

Bidder Name:

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

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

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

#### EXCEPTIONS AND CLARIFICATIONS

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

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

**EXCEPTIONS AND CLARIFICATIONS**

RFP No. 901780 – AB109 Direct Services: Reentry Engagement Center

Bidder Name:

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference to:** | | | **Description** |
| Page No. | Section | Item No. |  |
| **p. 23**  EXAMPLE | **D** | **1.c.** | ***Vendor takes exception to…*** |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |

\*Use additional pages as necessary

#### CREDENTIALS

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

At minimum, Bidder must identify and provide appropriate credentials for the Program Director who must be:

1. A Licensed Practitioner of the Healing Arts (LPHA); or
2. Be a licensed practitioner with a masters, doctorate, or higher degree in psychology or counseling who has a minimum of two years of experience working with the reentry population.

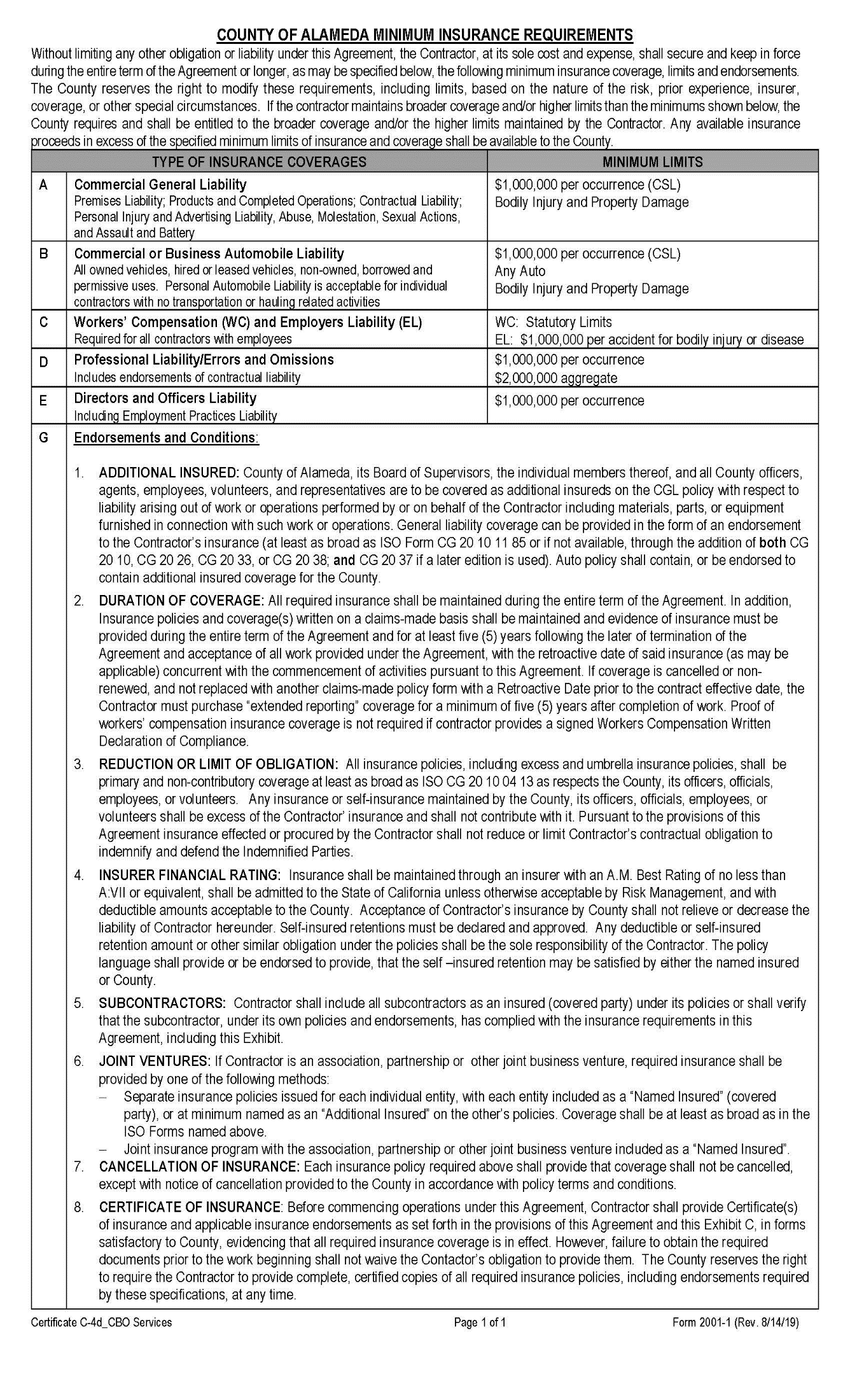
#### INSURANCE REQUIREMENTS

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

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

see next page for county of alameda

minimum insurance requirements

****

### EXHIBIT F

### Floor Plans @ 400 Broadway, Oakland

**\*\*Areas in turquoise is the space that will be made available for the REC\*\***

### EXHIBIT G

**Forensic Assertive Community Treatment (FACT) Model**

**6. Forensic Assertive Community Treatment (FACT) model**: Forensic assertive community treatment (FACT) is a service delivery model intended for individuals with serious mental illness (SMI) who are involved with the criminal justice system. These individuals may have co-occurring substance use and physical health disorders. Their needs are often complex, and their disorders are often under-managed and further complicated by varying degrees of involvement with the criminal justice system. FACT builds on the evidence-based assertive community treatment (ACT) model by making adaptations based on criminal justice issues—in particular, addressing criminogenic risks and needs. In this sense, FACT is an intervention that bridges the behavioral health and criminal justice systems. FACT is designed to do the following: improve persons’ mental health outcomes and daily functioning; reduce recidivism by addressing criminogenic risks and needs; divert individuals in need of treatment away from the criminal justice system; manage costs by reducing reoccurring arrest, incarceration, and hospitalization; and increase public safety.

**Key Components required as part of this model are**:

1. Cognitive behavioral interventions and skill development that address criminogenic risk and need
2. Coordination with criminal justice entities, including law enforcement, pretrial services, courts, jails, and community corrections
3. Legal advocacy and assistance navigating the criminal justice system
4. Application assistance with enrollment in or reinstatement of Social Security (SS) benefits, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicaid, or other benefits after incarceration
5. Medication education and management
6. Skill development in activities of daily living
7. Occupational, vocational, and educational skill development
8. Family Involvement
9. Opportunities to participate in pro-social activities and interpersonal skill development

**EXHIBIT H**

**SUPPLEMENTAL TO BACKGROUND**

**Background - Realignment and Reentry**

The Public Safety Realignment Act (Realignment Act or Act) took effect October 1, 2011 and mandated extensive changes to California’s criminal justice systems. The Realignment Act shifted the responsibility for supervising specific low-level inmates and parolees from the California Department of Corrections and Rehabilitation to each of the 58 counties. This Act tasked local government at the county level with developing a new approach to reducing recidivism.

Each county was directed to create a Community Corrections Partnership (CCP) to develop and recommend to the county Board of Supervisors a county implementation plan for 2011 Public Safety Realignment. The Alameda County Board of Supervisors adopted the initial Implementation Plan (2011), its Year Two Plan (2012), and the Year Three Public Safety Realignment Plan (2013). The Act also established an Executive Committee of the CCP members (CCPEC).

ACPD’s goal is to protect the public’s safety by providing supervision, services, support, and opportunities to our Clients through quality supervision, leadership, services, and effective partnerships. This Contract promotes the use of best practices through data driven, performance-based supervision, services, and opportunities that will result in positive behavior change and life options for adults under ACPD supervision.

Each month more than 3,000 men and women are released from custody in the State of California and are expected to find employment and housing, access services, and reintegrate themselves into society.[[3]](#footnote-3) These individuals face a multitude of challenges throughout their reentry journey including meeting basic needs for themselves and their families, securing housing and employment, and finding positive support and recovery systems. For many of these individuals, the idea of navigating the system of providers can be daunting. With the help of its contracted partners, it is the goal of ACPD’s Center to empower more individuals who are returning to receive coordinated services that may assist them with reintegration, while reducing the likelihood of recidivating.

Of individuals who were recently released from County jail in Alameda County, over 5,000 have serious mental illness. However, fewer than 10% receive the services needed to connect them to the treatment and resources that help prevent recidivism.

The requirements of this Contract to assist the target populations will allow the County to increase coordination among its service delivery systems; support Clients in navigating transitions of care; expand the interdisciplinary team approach of planning care, treatment, and services for individuals; and improve Client outcomes.

Research demonstrates that reentry models should abide by certain principles to ease the transition from incarceration back into communities. The U.S. Department of Justice[[4]](#footnote-4) outlines their roadmap to reentry with five key principles for a successful transition. The principles include:

* **Principle 1**: Upon incarceration, every individual should be provided an individualized reentry plan tailored to his or her risk and recidivism and programmatic needs.
* **Principle 2**: While incarcerated, everyone should be provided education, employment training, life skills, substance abuse, mental health, and other programs that target their criminogenic needs and maximize their likelihood of success upon release.
* **Principle 3**: While incarcerated, everyone should be provided the resources and opportunity to build and maintain family relationships, strengthening the support system available to them upon release.
* **Principle 4**: During transition back into the community, halfway-house and supervised-release programs should ensure individualized continuity of care for returning citizens.
* **Principle 5**: Before leaving custody, every person should be provided comprehensive reentry-related information and access to resources necessary to succeed in the community.

According to the Eisenhower Foundation[[5]](#footnote-5), successful reentry, one-stop shop models have beneficial effects, and typically incorporate notable features such as:

1. Providing comprehensive services and/or referrals, including case management, education, employment, family/parenting, public assistance, health & mental health, and life skills;
2. Incorporating therapeutic aspects into the floor plan and architecture thereby creating a welcoming environment for clients;
3. Proximity to the releasing jail, or co-located with Probation; active recruitment at jails and/or prisons;
4. Supplying emergency housing;
5. Ensuring continuity of service between incarceration and post-release, active outreach to service individuals in alternate locations such as at courts; Mentorship; and
6. Employing a multi-disciplinary team model with weekly meetings with the partnership team.

The funding available through this Contract demonstrates ACPD’s commitment to supporting and/or creating programs that will actively create a more seamless and effective pathway from incarceration to reentry to community, supporting the unique needs of our Clients at each point in their journey to success, recovery, and resiliency.

**Background - Behavioral Health Model (FACT)**

Alameda County has one of the highest concentrations of formerly incarcerated individuals in the State of California. Leading experts in the criminal justice field have learned through research and practice that recidivism reduction requires focusing on criminogenic needs and community functioning factors, and responding with appropriate service(s) intervention, intensity, and duration. These promising practices have been shown to be effective in empowering clients to achieve short-term goals while also reducing recidivism.

Drug and alcohol use are major drivers for criminal activity. The nexus between criminal activity and substance use is further complicated through complex mental health behaviors and symptoms. The incidence of serious mental illnesses, such as schizophrenia, major depression, bipolar disorder, and post-traumatic stress disorder is significantly higher among previously incarcerated people than it is among the general population. The myriad of behavioral health challenges of people with criminal justice involvement has far-reaching consequences, including higher recidivism rates, harm to families and children of these individuals, and negative public health effects, including the transmission of infectious diseases and overdose deaths. Justice-involved individuals with mental illness and substance dependency face extremely complex barriers to safe and independent transitions back into their communities and sustained stability post release.

1. An overview of the FACT model and its required elements is contained in ***Exhibit G***. [↑](#footnote-ref-1)
2. Bringing Gender-Responsive Principles into Practice, March 2017. MDRC. <https://www.mdrc.org/sites/default/files/PACE_brief_March2017_web.pdf> [↑](#footnote-ref-2)
3. Renewing Communities: California Pathways from Prison to Postsecondary Education. Opportunity Institute, 2015. <http://theopportunityinstitute.org/renewing-communities/> [↑](#footnote-ref-3)
4. U.S. Department of Justice (2016). *Roadmap to reentry: Reducing recidivism through reentry reforms at the Federal Bureau of Prisons,* Washington, DC: U.S. Department of Justice. Retrieved from [https://www.justice.gov/archives/reentry/file/844356/download](https://www.justice.gov/archives/reentry/file/844356/download%20) [↑](#footnote-ref-4)
5. Drake, E.G. & LaFrance, S. (2007). *Findings on best practices of community reentry programs for previously incarcerated persons.* San Francisco, CA: LaFrance Associates, Retrieved from <http://www.eisenhowerfoundation.org/docs/Ex-Offender%20Best%20Practices.pdf> [↑](#footnote-ref-5)