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

* The following page requires signature:

1. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#_BIDDER_INFORMATION_AND) page
   1. [Must be signed by Bidder](#BidderAcceptance)

Please read **EXHIBIT A – Bid Response Packet** carefully, **INCOMPLETE BIDS WILL BE REJECTED.**

COUNTY OF ALAMEDA

REQUEST FOR QUALIFICATION No. HCSA-900419.V4

Housing Solutions for Health Vendor Pool

|  |
| --- |
| **For complete information regarding this project, see** **RFQ 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: Maria Smith, Vendor Pool Administrator**  **Phone Number: (510) 667-3033**  **E-mail Address: VendorPoolAdmin@acgov.org** |

**Initial Response Due Date:**

**April 10, 2019**

**At**

**2:00 pm**

**Continuous Filing Monthly Thereafter**

**through**

**Alameda County, Health Care Services Agency**

**1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

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COUNTY OF ALAMEDA

REQUEST FOR QUALIFICATION No. HCSA-900419.V4

SPECIFICATIONS, TERMS & CONDITIONS

for

Housing Solutions for Health Vendor Pool

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# STATEMENT OF WORK

## INTENT

It is the intent of this Request for Qualification (RFQ) to identify qualified vendors interested in providing various health and housing-related services to Alameda County through the Health Care Services Agency’s (HCSA) Housing Solutions for Health Vendor Pool (Vendor Pool). The Vendor Pool will bring together a selection of qualified vendors with creative and effective solutions to partner with the County on the critical issue of homelessness. The purpose of the Vendor Pool will be to help people experiencing homelessness improve their health and obtain permanent homes. The Vendor Pool will accelerate the County’s efforts to end homelessness as outlined in [Alameda County’s Vision 2026](https://vision2026.acgov.org/goals.page?) goals.

The County intends to award a six-year purchase order contract (with option to renew) to all bidders who meet the Vendor Qualification Criteria (see [Section I.D.](#_VENDOR_QUALIFICATION_CRITERIA) below) for one or more of the following core service categories: 1) Outreach, Engagement, and Benefits Enrollment; 2) Health and Supportive Services; and/or 3) Housing and Property Related Services. Qualification of vendors will be performed by County staff and/or consultants who have expertise or experience in the areas of health and housing-related services for persons experiencing homelessness. These experts will evaluate and verify bidder responses and recommend vendors for inclusion in the Vendor Pool. The Vendor Pool Administrator shall notify vendors of the qualification outcome. Only qualified and approved vendors will have the opportunity to provide the services requested by HCSA.

HCSA will keep the request RFQ open on a continuous basis to allow vendors to become qualified as they become eligible, and approval will be requested throughout the term of the contract. The County of Alameda does not guarantee any minimum or maximum dollar amount or any awarded scope of services under this contract.

## BACKGROUND

The number of people experiencing homelessness in Alameda County reflects a health and humanitarian crisis. Alameda County’s Vision 2026 sets the ambitious goal of eliminating homelessness by 2026. To help accomplish this goal, the Alameda County Board of Supervisors has adopted the Home Together Plan to implement a data-informed program to reduce homelessness with significant investment over the next five years. The Plan includes goals to increase racial equity and decrease disproportionate impacts. Prioritized service areas include housing subsidies with connected services, prevention and problem solving services, street-based interventions, and creating a coordinated system.

The County, along with our community partners, has learned what services and supports are needed to help people end their homelessness; however, large-scale replication of these proven interventions, the ability to respond quickly, and adjust to the evolving needs of a dynamic population, remains a challenge.

It is known that people struggle to recover from medical, mental health, or substance use disorders without a stable home. Decent, safe, and affordable housing coupled with appropriate support services are critical to promoting personal and community health. In addition to housing, other health and support services must be available and coordinated to address the complex physical and behavioral health conditions experienced by many people without homes. The range of services supported by HCSA represent critical components of the County’s overall effort to end homelessness. HCSA, which includes the Office of the Agency Director, Public Health, Behavioral Health, and Environmental Health, provides services for people experiencing homelessness directly and through its network of community-based partners.

HCSA recognizes the racial and ethnic disparities that exist among Black, Indigenous, and People of Color experiencing homelessness, and aims to eliminate those disparities. HCSA seeks to identify opportunities and make recommendations to shape homeless response systems and programs to effectively meet the needs of groups most impacted by racial and ethnic disparities in the homeless population. Agency action steps include:

* Evaluating the system annually through a race equity lens
* Disaggregating performance outcomes by race
* Looking at Agency policies and practices including:
  + - * + Direct services with clients
        + Hiring processes
        + Organizational culture
        + Acknowledging the importance of cultural competency in the provision of services to the homeless population

HCSA understands that race matters. Closing equity gaps requires strategies developed through an intentional focus on race with services provided by organizations deeply rooted in, and trusted by, traditionally underserved communities of color. Moreover, HCSA seeks to work in partnership with vendors to provide services to Alameda County residents that are culturally competent. This competency spans not just racial equity and language capacity, but also includes an understanding of and ability to reflect clients’ shared experience, existing and emerging community and organizational strengths, and the unique experiences of community members as they relate to gender and sexual orientation, race, age, exposure to trauma, immigration experience, mental health status, socioeconomic status, disabilities, and other risk and protective factors.

This RFQ intends to identify a pool of qualified vendors interested in contributing their ideas to addressing the crisis and providing health and housing services that will impact homelessness, including reducing racial and ethnic disparities. HCSA encourages existing vendors and vendors new to County contracting to submit a bid response (See [Exhibit A](#_EXHIBIT_A) below) and partner with the County on the critical issue of homelessness.

Qualified and approved vendors with a purchase order contract will be eligible to provide services to the County through a Standard Services or Services as Needed Agreement. HCSA will develop and execute agreements with the appropriate vendor(s) in the Vendor Pool for the service(s) required as programmatic needs are identified throughout the contract term.

The County will neither warrant nor guarantee any minimum or maximum compensation, or any awarded scopes of work to qualified vendors. Any payment will be as specified through terms established in a Standard Services or Services as Needed Agreement.

## SCOPE

The scope of services for the Vendor Pool is broad to reflect the County’s philosophy of providing an all-inclusive (“whatever it takes”) approach to meeting the complex needs of the target population. The Vendor Pool shall provide health and housing services to people who are currently experiencing homelessness; living unstably; and/or were formerly homeless and have transitioned into short-term or long-term housing.

The Vendor Pool is intended to improve the County’s ability to respond more effectively to the current housing emergency, to emerging opportunities to maximize utilization of time-limited funding, as well as to encourage vendors new to County contracting procedures to engage in the solution. Vendors that successfully demonstrate that they have met the required Vendor Qualification Criteria (see [Section I.D.](#_VENDOR_QUALIFICATION_CRITERIA)) in one or more of the three core service categories listed below will be included in the Vendor Pool.

The specific activities listed under each service category below are examples and may not be exhaustive of the actual services provided under contract. While these services are generally funded by HCSA, as HCSA is the lead agency managing the Vendor Pool, additional funding may also be provided by other County agencies, such as Social Services Agency, Community Development Agency, and the Probation Department who may also utilize the Vendor Pool. HCSA recognizes that multiple County agencies are involved in serving homeless individuals and families and will continue to coordinate with other departments to maximize the impact of the collective effort.

HCSA intends to increase the availability of services through funding of direct services, start-up, capacity-building and technical assistance, and innovation in each of the three core service categories:

1. **Outreach, Engagement, and Benefits Enrollment (including, but not limited to):**
   1. Reaching out to people experiencing homelessness in any and all locations with the goal of establishing a trusting relationship and offering services that will result in improved health and safety and access to bridge and/or permanent housing. Examples of outreach locations include streets, encampments, parks, vehicles, and institutional settings such as acute hospitals, emergency departments, psychiatric facilities, and jails;
   2. Providing housing crisis resources, either virtually or in person, for people seeking services;
   3. Development of housing navigation strategy and completion of coordinated entry assessments and housing applications as needed;
   4. Assembling Housing and Income Portfolios, including Public Benefits Portfolios (a collection of core documents required for clients to obtain rental housing, including publicly-funded housing);
   5. Benefits counseling and advocacy, including assistance in accessing SSI/SSP, enrolling in Medi-Cal, CalFresh, In-Home Support Services and/or other benefits (as appropriate when coordinated and in partnership with Social Services Agency).
2. **Health and Supportive Services (including, but not limited to):**
3. Case management;
4. Peer support activities;
5. Mental health care, such as assessment, crisis counseling, individual and group therapy, and peer support groups;
6. Substance use services, such as treatment, relapse prevention, and peer support groups—all with a focus on harm reduction;
7. Support in linking to physical health care, including access to routine and preventive health and dental care, medication management, and wellness services;
8. Basic housing retention skills (such as unit maintenance and upkeep, cooking, laundry, and money management);
9. Services for persons with co-occurring mental and physical disabilities or co- occurring mental and substance use disorders not listed above;
10. Recreational and social activities;
11. Educational services, including assessment, GED, school enrollment, assistance accessing higher education benefits and grants, and assistance in obtaining reasonable accommodations in the education process;
12. Employment services, such as supported employment, job readiness, job skills training, job placement, and retention services, or programs promoting volunteer opportunities for those unable to work (Behavioral Health works in this area, and Social Services does also);
13. Obtaining access to other needed services, such as civil legal services, or access to food and clothing;
14. Community supports including reunification with family and/or friends, coordinating In Home Support Services (if needed), addressing housing barriers through a housing retention plan, and working with Housing Resource Center staff to ensure clients have access to additional resources for which they are eligible.
15. **Housing and Property Related Services (as appropriate and coordinated with Housing and Community Development) (including, but not limited to):**
16. Real estate search, including establishing relationships with private and non-profit property owners willing to assist the County in their goal of reducing homelessness;
17. Agencies that lease and/or master lease units/properties to be used for transitional and permanent housing;
18. Administer funding, including but not limited to: 1) move-in funds such as application fees and deposits for clients to facilitate their transition to housing, 2) rent subsidies that help clients experiencing homelessness access any and all safe and healthy residential options such as shelter, medical respite and long-term housing, and 3) flexible funding for clients experiencing homelessness and clients at imminent risk of homelessness to help resolve their housing crisis;
19. Providing services to help manage units lived in by people who were formerly homeless;
20. Client annual income re-certification, housing quality standard inspections, and rent adjustment as necessary;
21. Performance of site inspections, maintenance, and repair in order to ensure a high standard of safety, security, health and accessibility for site occupants. These activities also include ensuring that the overall aesthetic and up-keep of the property is maintained so that the property is a “good neighbor” in the community;
22. Housing search services such as developing housing support plans, searching for housing, assisting with applications, gathering required documents, and providing non-medical transportation to ensure access to housing options;
23. Eviction prevention counseling and advocacy including collaboration with support service providers to prevent eviction and displacement and help clients integrate into the community;
24. Administer funding to help with payment of rent, utilities, services, taxes, insurance, etc. for people who were formerly experiencing homelessness as necessary to maintain a safe and secure building environment for occupants and staff.

## VENDOR QUALIFICATION CRITERIA

Vendor qualification criteria include the following:

* + - 1. Bidder must be engaged in the business of providing services to people currently experiencing homelessness, living unstably and/or formerly homeless for at least three (3) years of the last ten (10) years (cumulative experience will be accepted). Bidders must demonstrate at least three (3) years of experience serving the target population for each of the core service categories for which they are qualifying.
      2. Bidder must demonstrate willingness to complete County assessment for billing and financial leveraging opportunities and adhere to County recommendations for billing (not all services will be billable and not all vendors will be determined appropriate for billing).
      3. Bidder shall demonstrate willingness and capacity to collect data and report on County required performance measures and data metrics at intervals required by the County.
      4. Bidder shall possess all permits, licenses and professional credentials necessary to perform services as specified under this RFQ.

# CALENDAR OF EVENTS

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| Request Issued | March 11, 2019 |
| Written Questions Due | Accepted continuously |
| Response Due | Responses will be due on April 10, 2019 by 2 pm for the first round of Board approval of the Vendor Pool and accepted on the second Wednesday of each month thereafter (i.e. May 8, 2019; June 12, 2019; July 10, 2019; August 14, 2019, etc.) until such time as this RFQ is closed. |
| Board Letter Recommending Award Issued | May 7, 2019 |
| Board Consideration Award Date | May 21, 2019 |
| Contract Start Date | July 1, 2019 |

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

## NOTICE OF RECOMMENDATION TO AWARD

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

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

* + - 1. The core service categories the bidder is approved for, if any;
      2. The names of all other parties that submitted proposals.
    1. At the conclusion of the RFQ response evaluation process, 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 Vendor Pool Administrator shall issue the Notification of Recommendation to Award, oversee or conduct bidder debriefings, and perform activities related to the administration of the Vendor Pool. The Vendor Pool Administrator shall not participate in the evaluation of vendor qualification criteria nor in the selection of vendors or of contract award amounts.
    3. The submitted proposals shall be made available upon request no later than ten business days after the Notification of Recommendation to Award is issued.
  1. BID PROTEST/APPEALS PROCESS
     1. HCSA prides itself on the establishment of fair and competitive contracting procedures and the commitment made to following those procedures. The following is provided in the event that bidders wish to protest the bid process or appeal the recommendation to award a contract for this project once the Notices of Recommendation to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Recommendation to Award/Non-Award will not be accepted by the County.

Any bid protest by any bidder regarding any other bid must be submitted in writing to James Nguyen, Administrative Services Officer, 1000 San Leandro Blvd., Suite 300, San Leandro, CA 94577, Fax (510) 351-1367 **before 5:00 pm of the FIFTH (5th) business day following the date of issuance of the Notice of Recommendation to Award, not the date received by the bidder**. A bid protest received after 5:00 pm is considered received as of the next business day.

* 1. The bid protest must contain a complete statement of the reasons and facts for the protest.
  2. The protest must refer to the specific portions of all documents that form the basis for the protest.
  3. The protest must include the name, address, email address, fax number and telephone number of the person representing the protesting party.
  4. The County Agency/Department will transmit a copy of the bid protest to all bidders affected by the protest as soon as possible after receipt of the protest.
     1. Upon receipt of written protest, the HCSA Administrative Services Officer, or his or her designee will review and evaluate the protest and issue a written decision. The HCSA Administrative Services Officer or designee, may, at his or her discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued within 45 days after receiving a completed written protest.   
          
        The decision will be communicated by e-mail or fax, or US Postal Service mail, and will inform the bidder whether or not the recommendation to the Board of Supervisors or HCSA in the Notice of Recommendation to Award is going to change. A copy of the decision will be furnished to all bidders affected by the decision, if applicable. As used in this paragraph, a bidder is affected by the decision on a Bid protest if a decision on the protest could have resulted in the bidder not being the apparent successful bidder on the bid.
     2. The decision of the HCSA Administrative Services Officer on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Fax: (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The bidder whose bid is the subject of the protest, all bidders affected by the HCSA Administrative Services Officer’s decision on the protest, and the protestor have the right to appeal if not satisfied with the HCSA Administrative Services Officer’s decision. All appeals to the Auditor-Controller’s OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the HCSA Administrative Services Officer, 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 HCSA Administrative Services Officer shall not be considered under any circumstances by the HCSA or the Auditor-Controller OCCR.
  5. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
  6. 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.
  7. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the HCSA Administrative Services Officer. As such, a bidder is prohibited from stating new grounds for a bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the HCSA Administrative Services Officer or department designee, and will determine whether to uphold or overturn the protest decision.
  8. The Auditor’s Office may overturn the results of a bid process for ethical violations by HCSA staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.

* 1. The decision of the Auditor-Controller’s OCCR is the final step of the appeal process. A copy of the decision of the Auditor-Controller’s OCCR will be furnished to the protestor, the bidder whose bid is the subject of the bid protest, and all bidders affected by the decision.
     1. The 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 RFQ, will be three years.
    2. By mutual agreement, any contract which may be awarded pursuant to this RFQ, may be extended for an additional two-year term at agreed prices with all other terms and conditions remaining the same.

## AWARD

* + 1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFQ or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
    2. The County reserves the right to award to a single or multiple Contractors.
    3. The County has the right to decline to award this contract or any part thereof for any reason.
    4. The County reserves the right to modify or amend this RFQ at any time. Potential Bidders are advised to regularly review the postings for this RFQ at [*https://www.acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp*](https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp)*.*

## METHOD OF ORDERING

* + 1. Purchase orders and payments for products and/or services will be issued only in the name of Contractor.
    2. Contractor shall adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
    3. 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, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
    2. County will use best efforts to make payment within 45 days following receipt and review of invoice and upon complete satisfactory receipt of product and performance of services.
    3. County shall notify Contractor of any adjustments required to invoice.
    4. Invoices shall contain County PO number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
    5. Contractor shall utilize standardized invoice upon request.
    6. Invoices shall only be issued by the Contractor who is awarded a contract.
    7. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the POs.
    8. The County will pay Contractor monthly or as agreed upon, not to exceed the total amount as indicated in any Standard Services Agreement executed as a result of this RFQ.

## 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 RFQ and any contract which may arise pursuant to this RFQ.
    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 Alameda County Health Care Services Agency Vendor Pool Administrator to ensure that established standards are adhered to.
    4. Contractor account manager shall keep the Vendor Pool Administrator informed of requests from departments as required.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

HCSA-Special Projects Office is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through Maria Smith, Vendor Pool Administrator, only. Contact information is provided in [Section M](#_SUBMITTAL_OF_BIDS) below. All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail to Maria Smith, Vendor Pool Administrator, by the specified date on the [Calendar of Events](#_CALENDAR_OF_EVENTS).

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded.

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

## SUBMITTAL OF BIDS

* + 1. All bids must be SEALED and must be received at the Health Care Services Agency of Alameda County by 2:00 pm on the due date specified in the [Calendar of Events](#_CALENDAR_OF_EVENTS).

NOTE: BIDS SUBMITTED AFTER THIS DUE DATE WILL BE ACCEPTED FOR INCLUSION IN THE VENDOR POOL ON A ROLLING BASIS, BUT WILL NOT BE INCLUDED IN THE INITIAL ROUND OF THE VENDOR POOL FOR BOARD APPROVAL.

Bids will be received only at the address shown below, and by the time indicated in the [Calendar of Events](#_CALENDAR_OF_EVENTS). The Health Care Services Agency’s timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

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

**Alameda County, Health Care Services Agency**

**RFQ No. HCSA-900419.V4**

**Attn: Maria Smith, Vendor Pool Administrator**

**1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

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

For questions:  
E-MAIL: VendorPoolAdmin@acgov.org

PHONE: (510) 667-3033

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

* + 1. Bidders are to submit one (1) original hardcopy bid ([Exhibit A – Bid Response Packet](#_EXHIBIT_A), including additional required documentation), with original ink signatures. All submittals should be printed on plain white paper, and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper.

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

* + 1. 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. 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. All other information regarding the bid responses will be held as confidential until such time as the Health Care Services Agency has completed its evaluation, a recommended award has been made by the Health Care Services Agency, 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 ten business days after the Notification of Recommendation to Award is issued. 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. 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.
    6. 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.
    7. 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.
    8. 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).
    9. 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 are to be straightforward, clear, concise and specific to the information requested.
    2. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. See [Exhibit A – Bid Response Packet](#_EXHIBIT_A).
    3. Bid responses, in whole or in part, are NOT to be marked confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFQ 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**

**RFQ No. HCSA-900419.V4 Qualification for Housing Solutions for Health Vendor Pool**

To: The County of Alameda

From:

(Official Name of Bidder)

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

#### BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the bid documents, including, without limitation, the RFQ, Addenda, and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the bid documents of RFQ No. HCSA-900419.V4 Housing Solutions for Health Vendor Pool.
3. The undersigned has reviewed the bid documents and fully understands the requirements in this bid including, but not limited to, the requirements under the County Provisions, and that each bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its bid, if accepted by County, will be the basis for the bidder to enter into a contract with County in accordance with the intent of the bid documents.
4. The undersigned acknowledges receipt and acceptance of all addenda.
5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County’s website:

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

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

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

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

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

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

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

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

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

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

1. The undersigned acknowledges that bidder will be in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFQ and associated Bid Documents.
2. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a bid, the bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
3. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
4. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bid Response Packet, the Contractor agrees to meet the minimum insurance requirements stated in the RFQ. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFQ.

Official Name of Bidder:

Street Address Line 1:

Street Address Line 2:

City:  State:  Zip Code:

Webpage:

Type of Entity / Organizational Structure (check one):

Corporation  Joint Venture

Limited Liability Partnership  Partnership

Limited Liability Corporation  Non-Profit / Church

Other:

Jurisdiction of Organization Structure:

Date of Organization Structure:

Federal Tax Identification Number:

Primary Contact Information:

Name / Title:

Telephone Number:  Fax Number:

E-mail Address:

**Service Categories Bidder is Qualifying for** (check all that apply):

Outreach, Engagement, and Benefits Enrollment

Health and Supportive Services

Housing and Property Related Services

**Willingness to Participate in County Assessment**

Bidder is willing to participate in County Assessment to determine billing capacity

**Willingness to Collect Data and Submit Reports**

Bidder is willing to collect data and submit reports on County required performance measures at intervals outlined by the County. (Bidder shall also describe their ability to collect data and generate reports in their Description of Experience listed in Exhibit A below.)

**SIGNATURE:**

Name and Title of Signer:

Dated this  day of  20

#### REQUIRED DOCUMENTATION AND SUBMITTALS

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

1. **Letter of Transmittal**: Bid responses shall include a description of bidder’s capabilities and approach in providing its services to the County, and provide a brief synopsis of the highlights of the response and overall benefits of the response to the County. This synopsis should not exceed one page in length and should be easily understood.

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

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

(1) Every Bidder must submit Exhibit A in its entirety (pages 1-11 of Exhibit A) including a signed page 5 of Exhibit A.

**(b)** **References:**

(1) Bidders must use the templates on page 10 of this Exhibit A – Bid Response Packet to provide references.

(2) Bidders are to provide a list of three (3) references. References must be satisfactory as deemed solely by County. References should be able to speak to the bidder’s success in working with people who are currently experiencing homelessness, living unstably and/or were formerly homeless and have transitioned into short-term or long-term housing and ability to effectively implement projects as they relate to the core service categories for which the bidder is qualifying.

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

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

**(c)** **Exceptions, Clarifications, Amendments:**

1. This must include clarifications, exceptions and amendments, if any, to the RFQ and associated Bid Documents, and must be submitted with your bid response using the template on page 11 of this Exhibit A – Bid Response Packet.
2. **THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.**

3. **Description of Experience (Limit 6 pages):** Bidder must provide a description of previous experience. Specifically, bid responses shall include a description of bidder’s:

* + 1. Mission
    2. Qualifications in meeting at least three (3) years of cumulative experience during the last ten (10) years required for **each** of the core service categories bidder is qualifying for. For **each** core service category, bidder should state the specific services performed, the exact year(s) services were performed (e.g., 2016-2019, etc.), and describe the target populations served, including experience working with people who are currently homeless, living unstably and/or were formerly homeless and have transitioned into short-term or long-term housing. Any particular sub-populations such as transition aged youth, people who are pregnant or parenting, LGBTQ individuals, people with disabilities, etc. should also be described.

**Note: Stated experience is subject to verification by the Bidder’s history of service contracts. If Bidder does not have a history of service contracts (see item 6 below) to verify stated experience, Bidder may attach supplemental documentation (see Item 8 below) in the form of Annual Reports, Program Performance Metrics, etc. to verify experience. If bidder does not demonstrate at least three (3) years of experience for each service category bidder is qualifying for, bidder will not be qualified for inclusion in the Vendor Pool in any category that bidder fails to demonstrate such experience.**

* + 1. Demonstrated experience providing services that effectively meet the needs of groups most impacted by racial and ethnic disparities in the homeless population, including:
       1. Experience in advancing racial and ethnic framework throughout bidder’s organizational operations (such as ensuring diversity in hiring practices, including the hiring of individuals with lived experience with the same issues faced by program participants, and within the Board of Directors and executive leadership);
       2. Programs located in, trusted by, and deeply connected to, communities with significant populations of traditionally underserved racial or ethnic groups;
       3. Ability to decrease barriers to services (such as hours of operation, locations, and staff capacity and training); and
       4. Improvements in health or housing disparities as evidenced by quantitative data and/or qualitative successes
    2. Geographic regions and/or neighborhoods served within Alameda County
    3. Ability and experience in collecting data and generating reports on performance measures and data metrics
    4. Experience working in Alameda County or ability to expand to Alameda County

4. **Description of Services (Limit 2 pages for each core service category):** For **each** core service category, bidder should state the specific services they are willing to perform under any Standard Services Agreement/contract amount that may be awarded as a result of this RFQ. Bidder should describe any innovative, creative, and effective solutions, methods, and/or approaches they wish for the County to consider in addressing homelessness. Finally, bidder should describe any priority populations or specific geographic areas that may be directly impacted by the services described.

5. **Key Personnel (Limit 3 pages)**: Bid responses should include an organizational chart to aid the County in understanding the organizational structure of the bidder organization. Bid responses shall also include a complete list of all key personnel associated with the RFQ. For each person on the list, the following information shall be included:

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

(b) The role that the person will play in connection with the core service categories the bidder is qualifying for in this RFQ;

(d) Person’s educational background; and

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

6. **List of Contracts**: Bid responses must list all entities for which the bidder has held contracts for at least the last three (3) years specific to experience in the core service area(s) bidder is qualifying for. Bidders may add additional contracts within the last ten (10) years as needed to demonstrate minimum qualifications and to substantiate experience in the core service area(s). For each contract listed, Bidders must include the following information for items (a) through (h) in order for the List of Contracts to be considered complete:

Client Name

Client Address

Client Contact Person (Name, Telephone, e-mail)

Name of Contract

Contract Period

Dollar Amount

Type of Service Provided (brief description)

Target Population

7. **Attach Three Years of Financial Statements:** Accepted financial statements include annual tax returns, audited financial statements, or Profit & Loss Statements. Cities may submit annual financial reports.

8. **Attach Supplemental Documentation (as needed)**:Bidders who do not have a service contract history that verifies stated experience for at least three (3) years of cumulative experience during the last ten (10) years for **each** of the core service categories the bidder is qualifying for, may attach supplemental documentation that verifies bidder’s stated experience in Item 3(b), Description of Services, above. The Supplemental Documentation must substantiate at least three (3) years of continuous experience for the core service area(s) the bidder is qualifying for. Examples of supplemental documentation include Annual Reports, Program Performance Metrics, etc. Supplemental attachments are not subject to page limitations.

#### REFERENCES

**RFQ No. HCSA-900419.V4 - Housing Solutions for Health Vendor Pool**

Bidder Name:

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Relationship to Bidder:  Specific Services Provided or Capacity in which Bidder Worked with Reference:  Date(s) of Service/Relationship: | |

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Relationship to Bidder:  Specific Services Provided or Capacity in which Bidder Worked with Reference:  Date(s) of Service/Relationship: | |

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Relationship to Bidder:  Specific Services Provided or Capacity in which Bidder Worked with Reference:  Date(s) of Service/Relationship: | |

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| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Relationship to Bidder:  Specific Services Provided or Capacity in which Bidder Worked with Reference:  Date(s) of Service/Relationship: | |

#### EXCEPTIONS, CLARIFICATIONS, AMENDMENTS

RFQ No. HCSA-900419.V4 Housing Solutions for Health Vendor Pool

Bidder Name:

List below requests for clarifications, exceptions and amendments, if any, to the RFQ and associated bid documents, and submit with your bid response.

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

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

### EXHIBIT B

**INSURANCE REQUIREMENTS**



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

The following page contains the minimum insurance limits, required by the County of Alameda, to be held by the Contractor performing on this RFQ. Professional Liability insurance may also be required of specific professional services rendered under contract.

\*\*\* see next page for county of alameda minimum insurance requirements \*\*\*

