



ALCOHOL, DRUG & MENTAL HEALTH SERVICES  
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**ALAMEDA COUNTY  
BEHAVIORAL HEALTH CARE SERVICES (BHCS)  
REQUEST FOR PROPOSAL (RFP) # 13-01  
SPECIFICATIONS, TERMS & CONDITIONS  
For  
Individual Placement Support and Supported  
Employment (IPS/SE)**

**INFORMATIONAL MEETING/ BIDDERS' CONFERENCES**

<p>First Bidder's Conference Monday July 23, 2012 3:00 pm to 5:00 pm Fremont Family Resource Center 39155 Liberty Street A120 Millennium Room Fremont</p> <p>Free parking is available</p>	<p>Second Bidder's Conference Tuesday July 24, 2012 3:00 pm to 5:00 pm Behavioral Health Care Services 1900 Embarcadero Cove, Suite 205 Wildcat Canyon Room Oakland</p> <p>Free parking is available</p>
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**RESPONSES DUE**

**Thursday August 16, 2012**

**By 2:00 pm**

**to**

**BHCS**

**Attn: Gilda Mansour IPS/SE RFP# 13-01**

**1900 Embarcadero Cove Suite 205**

**Oakland, CA 94606**

**Bids received after this date/time will NOT be accepted**

**Contact: Gilda Mansour**

**Email: [gmansour@acbhcs.org](mailto:gmansour@acbhcs.org)**

**Phone: 510.567.8189**

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**I. STATEMENT OF WORK**

**A. INTENT**

It is the intent of these specifications, terms and conditions for Alameda County Behavioral Health Care Services (hereafter BHCS or County) to seek bids for the provision of Individual Placement Support and Supported Employment (IPS/SE) pilot projects. These projects will target a specific population: Alameda County adults and transition aged youth (TAY) living with serious mental illness (SMI). Individuals in this population may also live with co-occurring substance abuse issues. The target population is served by the following types of BHCS-funded specialty mental health services: Adult Service Teams and Full Service Partnerships (FSP).

BHCS was awarded funding for the IPS/SE pilot projects through a Johnson & Johnson Dartmouth Community Mental Health Program Grant. BHCS intends to fund two initial pilot projects: Pilot Site Type A and Pilot Site Type B. These pilots will operate until the end of fiscal year (FY) 2013-2014. BHCS intends to award FY 2012-2013 contracts for two initial pilot projects through this RFP process. There is currently no additional funding identified for these projects beyond FY 2013-2014.

Pilot Site Type A: BHCS intends to award funds to one administrative entity that has existing employment and mental health services for adults and/or TAY living with SMI. Pilot Site A's existing employment services do not need to be currently modeled after IPS/SE.

Pilot Site Type B: BHCS intends to award funds to one administrative entity that does not have existing employment services. However, to be awarded this contract the bidder must currently be providing mental health services to adults and/or TAY living with SMI.

BHCS intends to award up to two contracts for the maximum contract amounts to be distributed as follows:

Pilot Site Type	Description of Site	FY 2012-2013	FY 2013-2014	Total Over Both Fiscal Years
Pilot A Maximum Project Amount	Has existing employment and mental health services to target population	\$27,000	\$36,000	\$63,000
Pilot B Maximum Project Amount	Has <b>no</b> existing employment services to the target population	\$33,000	\$44,000	\$77,000
<b>Total over the course of two years for Pilot Site A and B</b>				<b>\$140,000</b>

In the event that BHCS receives responsive bids in only one of the two Pilot Site Type categories, BHCS reserves the right to split the funding between the responsive bids in a single category or to allocate all of the funds to a single bidder, as recommended by the County Selection Committee (CSC)/Evaluation Panel.

The County may, but is not obligated to renew awarded contracts. Any renewal of awarded contracts will be contingent on the availability of funds, Contractor performance, as measured by factors, such as, but not limited to fidelity to the model and the continued prioritization of activities and target populations by BHCS.

**B. BACKGROUND**

In early 2012, BHCS' Vocational unit began providing IPS/SE services with its current resources. In April 2012, Alameda County was awarded a four-year grant from the Johnson & Johnson Dartmouth Community Mental Health Program to develop high fidelity IPS/SE for the specified target

population. The grant is a collaboration of the Greater East Bay District of the Department of Rehabilitation (DOR) and BHCS.

The mission of the Johnson & Johnson Dartmouth Community Mental Health Program is to increase the use of evidence-based supported employment, known as IPS/SE, for TAY and adults living with SMI who are interested in improving their employment prospects. This international program works to implement IPS/SE following model fidelity guidelines. Initially, the plan is to implement the model in a small number of sites (typically three to four community mental health providers) and then expand the model's use within a particular geographic region. The IPS/SE is administered in participating regions through collaboration between the region's mental health authority and the state vocational rehabilitation administration. Through the support of Johnson & Johnson Corporate Contribution, the Dartmouth Psychiatric Research Center (PRC) oversees the project, provides ongoing technical assistance and consultation on supported employment to the regions.

While direct funds to BHCS from this grant are time-limited, there is an expectation that this work will be sustainable and that BHCS and awarded Contractors will continue to participate in the program through regular meetings, sharing outcome data, training and participation in ongoing technical assistance from the Dartmouth supported employment team.

### **C. SCOPE**

Funding provided through this RFP shall be used to pilot the IPS/SE model in existing Adult Service Team and/or FSP programs. The IPS/SE model fully integrates the roles of employment services staff, such as an employment specialist, into the mental health treatment services team. The model focuses on aggressively supporting and placing clients living with SMI in competitive employment. All aspects of the employment process are intensively developed from vocational assessments based on the client's interests, skills and needs to the relationship with employers and the provision of post-placement services to the employer and client to ensure retention.

BHCS anticipates that the funds for this project will provide support for organizational/program restructuring, hiring or augmenting staff and training focused on the IPS/SE model. BHCS expects awarded Contractors to plan and implement a project that is in alignment with the 25-point IPS/SE Fidelity Scale: <http://www.dartmouth.edu/~ips/page19/page21/files/se-fidelity-scale002c-2008.pdf>.

Awarded Contractors will receive technical assistance from a full-time IPS/SE trainer to achieve fidelity to the IPS/SE model. The technical assistance includes at least two in-person visits each month, ongoing phone and email communication and IPS/SE fidelity reviews every six months until the IPS/SE program reaches high fidelity and each year thereafter.

As part of this project, BHCS will provide consultation about funding sources to help the pilot projects reach capacity and sustainability of efforts. BHCS expects pilot projects to leverage other sources of funding, such as but not limited to, Medi-Cal and other grants to reach high fidelity to the IPS/SE model and continue efforts beyond FY 2013-2014

The pilot projects shall be culturally responsive to the characteristics and needs of the target population. BHCS shall monitor contracts on a regular basis to ensure high fidelity to the IPS/SE model.

### **D. VENDOR MINIMUM QUALIFICATIONS**

To be eligible to bid on this RFP, Bidders must demonstrate how they meet the criteria within their proposal:

- a. Currently operate one of the following BHCS funded specialty mental health service programs: an Adult Service Team and/or a Full Service Partnerships (FSP).

BHCS will disqualify proposals that do not demonstrate that Bidder meets the specified Vendor Minimum Qualifications, and these disqualified proposals will not be evaluated by the CSC/Evaluation Panel and will not be eligible for funding under this RFP.

## **E. SPECIFIC REQUIREMENTS**

### **1. Organizational Infrastructure, Capacity and Readiness**

BHCS is seeking proposals from organizations with the capacity, willingness and flexibility to support the change required to implement a high fidelity IPS/SE model. BHCS expects organizations to demonstrate and implement the following:

- Strong organizational leadership;
- A mission that supports rehabilitation, recovery and employment;
- Capability to plan and develop financial flexibility to support employment activities;
- Ability to integrate employment and mental health treatment services;
- Aptitude to create infrastructure to support employment staff supervision;
- Capacity to involve clients in the implementation of this project; and
- Intent to align services with other evidence based practices, such as Motivational Interviewing, supported education, etc.

### **2. Understanding of Target Population and Needs**

The target population is Alameda County residents living with SMI who are Medi-Cal beneficiaries and meet medical and service necessity requirements for specialty mental health services. The age range includes TAY age 16 to 25 and/or adults age 18 to 59. The population may have co-occurring substance use issues.

BHCS is seeking proposals from organizations that have demonstrated experience with the target population. BHCS expects that organizations understand this target population and their needs. BHCS expects pilot projects to recruit and train staff, develop and maintain capacity to be culturally responsive to the target population in terms of client's identity as it relates to facets, such as, but not limited to, race/ethnicity, gender, sexual orientation and age.

### **3. Ability to Track Data and Outcomes**

BHCS is seeking proposals from organizations that have the ability to plan for, collect and report on the required data for this project.

BHCS expects pilot projects to provide quarterly reports on data such as, but not limited to, the following:

- Number of clients on staff caseload;
- Number of clients working in competitive employment;
- Number of new clients admitted to the pilot;
- Number of new jobs started by all clients;
- Number of clients participating in educational programs;
- Number of clients successfully working who transitioned off of staff's caseload;
- Number Employment Specialists with a caseload;
- Total full time equivalent (FTE) Employment Specialists; and
- Number of clients on employment supervisor staff's caseload.

BHCS is seeking organizations that have the ability to record and track process and output data. In addition to client related data, BHCS expects pilot projects to report on the cultural, infrastructure and financial changes made in the organization to support the implementation of the IPS/SE model. BHCS expects pilot projects to report on challenges, barriers and to develop work plans to address such issues.

#### **4. Forming Partnerships and Collaborations**

BHCS is seeking proposals from organizations that have the capacity to form meaningful partnerships, collaborations and/or referral relationships with employers and other agencies, including the DOR, which support the implementation of the IPS/SE model.

At full implementation of this project, BHCS expects both pilot projects to have employment staff systematically developing employer relationships and establish other partnerships that are necessary to the implementation and sustainability of this pilot project.

#### **5. Sustainability of Project**

BHCS is seeking proposals from organizations that have the ability to sustain the pilot project beyond the two year funding period. BHCS expects pilot projects to fully integrate this model into the organization's existing financial, organizational business model and treatment and to develop and execute a business plan that captures and leverages other funding sources to sustain the IPS/SE model.

At full implementation pilot projects will have a plan for sustaining this effort beyond FY 2013-2014. Pilot projects are required to establish a viable plan to become fee-for-service vendors with the Department of Rehabilitation (DOR)<sup>1</sup>. Becoming a fee-for-service vendor is subject to DOR's approval process.

## **II. INSTRUCTIONS TO BIDDERS**

### **A. COUNTY CONTACTS**

All contact during the competitive process shall be through the RFP contact, only. The BHCS website <http://www.acbhcs.org/Docs/docs.htm#RFP> and the General Services Agency (GSA) website [http://www.acgov.org/gsa\\_app/gsa/purchasing/bid\\_content/contractopportunities.jsp#goods](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp#goods) are the official notification and posting places for this RFP and any Addenda.

The evaluation phase of the competitive process shall begin upon receipt of proposals until contract award. Bidders shall not contact or lobby CSC/Evaluation panelists during the evaluation process. Attempts by Bidder to contact CSC/Evaluation panelists may result in disqualification of Bidder.

All questions regarding these specifications, terms and conditions shall be submitted in writing, preferably via e-mail, as specified in the Calendar of Events to:

BHCS

Attn: Gilda Mansour, Re: IPS/SE RFP #13-01  
1900 Embarcadero Cove Suite 205 Oakland, CA 94606  
E-Mail: [Gmansour@acbhcs.org](mailto:Gmansour@acbhcs.org)

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<sup>1</sup> Visit DOR's website: <http://www.rehab.cahwnet.gov/index.html> to learn more about becoming a vendor.

**B. CALENDAR OF EVENTS**

<b>Event</b>	<b>Date/Location</b>	
Request for Proposals (RFP) Issued	Friday July 6, 2012	
Bidder's Written Questions Due	Friday July 20, 2012 by 2:00 pm	
1 <sup>st</sup> Bidders' Conference	Monday July 23, 2012	3:00 pm to 5:00 pm Fremont Family Resource Center 39155 Liberty Street A120 Millennium Room Fremont
2 <sup>nd</sup> Bidders' Conference	Tuesday July 24, 2012	3:00 pm to 5:00 pm BHCS 1900 Embarcadero Cove, Suite 205 Wildcat Canyon Room Oakland
Addendum Issued	Thursday August 2, 2012	
<b>Proposals Due</b>	<b>Thursday August 16, 2012 by 2:00 pm</b>	
Review/Evaluation Period	August 16 through September 10, 2012	
Feasibility Site Visit	Bidders must be available for Feasibility Site Visits on the following dates: <ul style="list-style-type: none"> <li>• Wednesday September 5, 2012</li> <li>• Thursday September 6, 2012</li> </ul> Bidders will be notified on Tuesday, September 4, 2012, whether they will be visited. Bidders are asked to hold these two dates.	
Award Recommendation Letters Issued	Week of September 10, 2012	
Board Agenda Date	September	
Contract Start Date	October 1, 2012	

**Note:** Award Recommendation, Board Agenda and Contract Start dates are approximate. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions. By submission of a proposal, the Bidder certifies that if awarded a contract Bidder shall make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.

**C. BIDDERS' CONFERENCES**

BHCS shall hold two Bidders' Conferences. Bidders' Conferences shall:

- Provide an opportunity for Bidders to ask specific questions about the program and request RFP clarification; and
- Provide the County with an opportunity to receive feedback regarding the program and RFP.

BHCS shall respond to written questions submitted prior to the Bidders' Conferences, in accordance with the Calendar of Events and verbal questions received at the Bidders Conferences, whenever possible at the Bidders' Conferences. BHCS shall address all questions and include the list of attendees in an Addendum following the Bidders Conferences in accordance with Section II. B.

Bidders are not required to attend the Bidders' Conferences. However, attendance at a Bidders' Conference is strongly encouraged in order to receive information required to assist Bidders in formulating proposals.

Failure to participate in a Bidders' Conference shall in no way relieve the Bidder from furnishing program and services requirements in accordance with these specifications, terms and conditions and those released in the Addendum.

#### **D. SUBMITTAL OF PROPOSALS/BIDS**

1. All proposals must be received by BHCS **no later than 2:00 pm on the due date specified in the Calendar of Events**. BHCS cannot accept late proposals. If hand delivering proposals, please allow time for parking and entry into building.

BHCS shall only accept proposals at the address and by the time indicated in on the RFP cover and in the Calendar of Events. Any proposals received after said time and/or date or at a place other than the stated address cannot be considered and shall be returned to the Bidder un-read.

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

2. Bidders are to submit:
  1. One original hard copy proposal, with original ink signatures. Original proposal is to be clearly marked;
    - a. The original proposal must be signed in ink and include evidence that the person(s) that signed the proposal is/are authorized to execute the proposal on behalf of the Bidder.
  2. Seven copies of proposal;
  3. Enclosed with the hard copy include, a USB flash drive clearly marked with the Bidder's name with the following saved on it in a single file:
    - a. An electronic copy of the proposal, saved with Bidder's name;
    - b. An electronic copy of the completed Exhibit B-1 Program Budget template, saved with the Bidder's name.
      - The electronic copy must be a single file, scanned image of the original hard copy with all appropriate signatures, and must be on disk or USB flash drive and enclosed with the hardcopy of the proposal.

Proposals must be:

- Double-side printed on plain white paper;
- Loose leaf, with a clip, without a three-ring binder and unbound.

It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with this recommendation will have no impact on the evaluation and scoring of proposals.

All original pages from the Bidder, excluding **EXHIBITS** or **ATTACHMENTS**, must:

- Be single spaced;
- Use 12-point Times New Roman font;
- Have one-inch margins around each page;
- Conform to the maximum page limits;
- Include IPS/SE RFP #13-01 in the header; and
- Include Bidder name and whether Bidder is Pilot Type A or Pilot Type B in the footer.

If Bidder does not use the Fillable Forms Template to submit proposals, Bidder must include a Table of Contents.

3. The County will not consider telegraphic, electronic or facsimile proposals.
4. Bidder agrees and acknowledges all RFP specifications, terms and conditions and indicates ability to preform by submission of proposal.
5. Submitted proposals shall be valid for a minimum period of twelve months.
6. All costs required for the preparation and submission of a proposal shall be borne by Bidder.
7. The County will only accept one proposal 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.
8. Proprietary or Confidential Information: No part of any proposal response is to be marked as 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. Additionally, all proposals shall become the property of County. County reserves the right to make use of any information or ideas contained in submitted proposals. This provision is not intended to require the disclosure of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, et seq.) or of "trade secrets" protected by the Uniform Trade Secrets Act (Civil Code Section 3426, et seq.).
9. All other information regarding proposals shall be held as confidential until such time as the County Selection Committee/Evaluation Panel has completed their evaluation, notification of recommended award has been made and the contract has been fully negotiated with the recommended awardees named in the intent to recommend award/non-award notification. The submitted proposals shall be made available upon request no later than five business days before approval of the award and contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, shall receive mailed intent to recommend award/non-award notification, which shall include the name of the Bidder(s) recommended for award of this service. In addition, recommended award information will be posted on the BHCS website.
10. Each proposal received, with the name of the Bidder, shall be entered on a record, and each record with the successful proposal indicated thereon shall, after the award of the order or contract, be open to public inspection.

#### **F. RESPONSE FORMAT/PROPOSAL RESPONSES**

BHCS strongly encourages Bidders to use the **Fillable Forms Template (to be posted on the BHCS and GSA websites)** to submit proposals but it is not required. BHCS encourages Bidders to use ***EXHIBIT M: PROPOSAL COMPLETENESS CHECKLIST*** to ensure all required components are included in proposals. Section II. F. provides the point system that the CSC/Evaluation Panel will use to evaluate proposals. BHCS encourages Bidders to reference that section when responding to this RFP.

**Proposals must be complete, substantiated, concise and specific to the information requested. Any material deviation from the requirements may be cause for rejection of the proposal, as determined by BHCS' sole discretion.**

1. **Title Page** Complete/submit all sections of the one-page form.
2. **Cover Letter** Complete/submit all sections of the one-page form.

- Read and include a signed copy of **EXHIBIT A: BID ACKNOWLEDGEMENT**.
- 3. **Vendor Minimum Qualifications** Complete/submit the one-page form to demonstrate how Bidder meets the following criterion:
  - a. Currently operates one of the following BHCS funded specialty mental health service programs: an Adult Service Team and/or a Full Service Partnerships (FSP).
- 4. **Executive Summary** Using the one-page form, provide/submit a synopsis of the highlights and benefits of the proposal.
- 5. **Organizational Capacity & Reference** Supply the following in the original proposal only:
  - a. **Fiscal Management Capacity** Include an updated copy (within the last twelve months) of Bidder's a Dun & Bradstreet Qualifier Report and include as **ATTACHMENT 1A**.
    - The Dun & Bradstreet Supplier Qualifier Report must be ranked a six or lower for BHCS to consider Bidder for contract award.
    - For information on how to obtain a Supplier Evaluation Report, contact Dun & Bradstreet at 1.866.719.7158 or visit [www.dnb.com](http://www.dnb.com).
  - b. Go to: <http://www.acbhcs.org/providers/network/docs.htm> to locate the appropriate insurance form and include Bidder's current and appropriate insurance documents as **EXHIBIT C: INSURANCE REQUIREMENTS**.
  - c. **References:** Use and include **EXHIBITS D1** and **D2** to provide three current and three former references that Bidder worked with on a similar project.
    - BHCS will check references for Bidders placed on the shortlist to ensure the information is correct and ask the reference the following, which will be shared with the CSC/Evaluation Panel for scoring:
      - Bidder performance of the services as stated;
      - Bidder's project manager/lead for the project;
      - Areas in which the Bidder did well;
      - Areas in which the Bidder could have improved;
      - Rating of project management, technical ability, availability, training, documentation and reliability, on a scale of one to five;
      - Whether the project was completed on time and on budget;
      - Responsiveness to clients;
      - Usefulness of Bidder's product;
      - Understanding of the project and need;
      - References' overall satisfaction with Bidder;
      - References' comfort with recommending the Bidder to Alameda County;
      - Whether the Bidder would be used again by Reference;
      - Any other information that would assist in the County's' work with Bidder.
- 6. **Cost**
  - a. Bidder must submit annualized budgets for FY 2012-2013 and 2013-2014 included as **EXHIBIT B-1: FUNDED PROGRAM BUDGET** in the BHCS provided form. The budget must match the proposal and Implementation Schedule and Plan. See **EXHIBIT B-1: BID FORM INSTRUCTIONS** in the fillable form packet for detailed instructions.
  - b. Complete/submit the one-page form to include Bidder's fiscal management experience and fiscal controls that will be used in terms of acceptable accounting practices and the ability to maintain accountability for contract funds.
- 7. **Bidder Experience, Ability & Plan:** Responses to this section must be concrete, relevant and thorough:
  - a. **Organizational Infrastructure, Capacity and Readiness**
    - i. Provide Bidder's current organizational chart, describing logical oversight and linkages between the organization's current broader operating structure and services and include as **ATTACHMENT 2A**.
    - ii. Provide a second chart, describing logical linkages and oversight for the proposed project and current mental health services and include as **ATTACHMENT 2B**.
    - iii. Complete/submit the one-page form (not including **ATTACHMENTS**) to describe the titles, roles and responsibilities of staff who will be involved in this project. If Bidder is submitting

a proposal for Pilot Site Type A, describe program and current duties of employment staff. If Bidder is submitting a proposal for Pilot Site Type B, describe how staff will be used to implement the project.

- Describe Bidder's plan to restructure and/or augment staffing.
  - Provide one-page resumes for each currently employed staff, which will fill project roles as **ATTACHMENT 3A**.
  - Provide one-page job descriptions for each yet-to-be hired staff, which describe the necessary roles, responsibilities and qualification requirements for each position as **ATTACHMENT 3B**.
- iv. Complete/submit the provided one-page form to state Bidder's mission and how it is suited for this project, including how the mission relates to mental health recovery and employment services.
- v. Complete/submit the provided one-page form to describe Bidder's experience in managing organizational change projects similar to this project.
- vi. Complete/submit the provided one-page form to include a detailed description of Bidder's financial and technological infrastructure that will support the implementation of this project.
- b. Project Description**
- i. Complete/submit the provided one-page form to describe the current program model for the target population.
- Include a description of the Adult Service Team or Full Service Partnership program where Bidder is proposing to implement the IPS/SE model.
  - Indicate whether the program focuses on serving TAY and/or adults.
- ii. Complete/submit the provided one-page form to describe what role employment services currently play in Bidder's current approach to mental health treatment.
- Include how employment services are currently delivered.
  - Include what role, if any, employment staff plays in Bidder's mental health treatment services team.
- iii. Complete/submit the provided one-page form to describe what relationships Bidder currently has with employers.
- Describe the number and types of employers and of placements currently, or to be, sought.
  - Describe Bidder's success in placing clients in employment.
- iv. Provide Bidder's vision for this project with concrete examples of how this project will change the Bidder's organizational approach to employment services, the program model and outcomes for participating clients.
- Include an estimate of the number of clients to be served through IPS/SE model pilot project per year in number and percent of clients from the existing program.
- v. Provide Bidder's composite agency budget for the current year as **ATTACHMENT B-2: COMPOSITE AGENCY BUDGET**.
- vi. Complete/submit the one-page form to provide a narrative explanation of the project budget and how Bidder's composite agency budget will be leveraged.
- Describe how the funding for this project will be used.
- c. Understanding of Target Population and Needs**
- i. Complete/submit the provided one-page form to describe Bidder's understanding of the target population and needs.
- Include Bidder's philosophy and approach to provide culturally responsive services to the population currently served and whether Bidder will serve any of the threshold language groups.

- ii. Complete/submit the provided one-page form to describe how Bidder ensures ongoing training and utilization of best practices to meet the target population's needs.
    - Describe the characteristics of the target population, including racial/ethnic and cultural diversity.
  - iii. Complete/submit the provided one-page form to provide a clear justification of how and why Bidder's current population will benefit from participation in this project.
  - d. Ability to Track Data and Outcomes** Complete/submit the provided two-page form to respond to the following:
    - i. Describe how Bidder currently uses data in programs.
    - ii. Describe Bidder's plan to collect, enter and report data for this project.
  - e. Forming Partnerships and Collaboration** Complete/submit the provided one-page form to respond to the following:
    - i. Detail Bidder's plan to coordinate and collaborate with other services, programs and employers.
      - Include any relevant Memorandum of Understanding (MOUs) as **ATTACHMENT 4**.
  - f. Sustainability of Project** Complete/submit the provided one-page form to respond to the following:
    - i. Detail how Bidder will ensure project sustainability beyond FY 2013-2014. Include an outline of Bidder's plan to pursue and leverage other funding sources to sustain the IPS/SE model (Bidder should reference **ATTACHMENT B-2: COMPOSITE AGENCY BUDGET** as needed).
- 8. Implementation Schedule and Plan** Complete/submit the provided two-page form to respond to the following:
  - a.** Bidder's Implementation Schedule and Plan from start-up to contract expiration date with activities, milestones, responsible persons and due dates.
  - b.** Identify and describe Bidder's strategies for mitigation of risks and barriers, which may adversely affect the project's implementation.

Bidders must also complete the listed **EXHIBITS**:

- **EXHIBIT H: ALAMEDA COUNTY VENDOR FIRST SOURCE INFORMATION**
- **EXHIBIT I: EXCEPTIONS, CLARIFICATIONS AND AMENDMENTS**
- **EXHIBIT N: DEBARMENT AND SUSPENSION CERTIFICATION.**

In order to prohibit the procurement of any goods or services ultimately funded by Federal awards from debarred, suspended or otherwise excluded parties, each bidder will be screened at the time of response to ensure Bidder, its principal and their named subcontractors are not debarred, suspended or otherwise excluded by the United States Government in compliance with the requirements of 7 Code of Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549.

- o BHCS shall screen each Bidder at the time of RFP response to ensure that the Bidder and its principal agents are not debarred, suspended or otherwise excluded by the United States Government in compliance with the 7 Code of Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549. BHCS requires that the selected provider maintain compliance with these regulations.
- o BHCS shall verify Bidder and its principal are not on the federal debarred, suspended or otherwise excluded list of Contractors located at [www.epls.gov](http://www.epls.gov).

## **G. EVALUATION CRITERIA/SELECTION COMMITTEE**

All proposals meeting minimum qualifications shall be evaluated by a County Selection Committee (CSC)/Evaluation Panel. The CSC/Evaluation Panel may be composed of County staff and other individuals that may have expertise or experience in IPS/SE. The CSC/Evaluation Panel shall recommend Bidders for contract award in accordance with the evaluation criteria set forth in this RFP. The evaluation of the proposals for recommendation shall be within the sole judgment and discretion of the CSC/Evaluation Panel.

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

The CSC/Evaluation Panel shall evaluate each proposal meeting the minimum 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, shall 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.

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

The basic information that each section should contain is specified in section II. F., 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 shall be used in ranking and determining the quality of proposals. Proposals shall be evaluated according to each Evaluation Criteria and scored on a five-point scale shown below. The scores for all the Evaluation Criteria shall then be added according to their assigned weight, as shown below, to arrive at a weighted score for each proposal. A proposal with a high weighted total shall be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any program is five hundred (500) points.

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

If the two-stage approach is used, Bidders receiving the highest preliminary scores and with at least 250 points shall be invited to participate in a Feasibility Site Visit. Only the Bidders meeting the short list criteria shall proceed to the next stage. All other Bidders shall be deemed eliminated from the process. All Bidders shall be notified of the short list participants; however, the preliminary scores at that time shall 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 shall 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 shall 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 respective weights are as follows:

Minimum Requirements		Complete/Incomplete and Meets Minimum Requirements/ Fails to Meet Minimum Requirements
<b>Copies, Page Length &amp; Format</b>	Include one original and seven copies of the proposal.	
<b>Title Page</b>	Reviewed for completeness	
<i>If Bidder does not use the Fillable Forms Template to submit proposal, Bidder must include a Table of Contents.</i>		
<b>Cover Letter</b>	Reviewed for completeness	
<b>Vendor Minimum Qualifications</b>	Reviewed to determine whether the Bidder had demonstrated that they meet Vendor Minimum Qualifications.	
<b>Executive Summary</b>	Reviewed for completeness	
<b>Organizational Capacity &amp; Reference</b>	Reviewed for completeness, Dunn and Bradstreet rating and organization's financial stability	
<b>Required Forms/Exhibits/Attachments</b>	Reviewed for completeness	

Sub-Section	Evaluation Criteria	Weight	0-5 Rating
II. 6. Cost	<p><b>Cost Coefficient will use the following formula:</b></p> <ul style="list-style-type: none"> <li>Low bid divided by low bid x 5 x weight = points                             <ul style="list-style-type: none"> <li><math>\\$100,000 / \\$100,000 = 1 \times 5 \times \text{weight} = \text{points}</math></li> </ul> </li> <li>Low bid divided by second lowest bid x 5 x weight = points</li> <li>Low bid divided by third lowest bid x 5 x weight = points</li> <li>Low bid divided by fourth lowest bid x 5 x weight = points</li> </ul>	6	
	<ul style="list-style-type: none"> <li>How accurately does the proposed budget reflect the Bidder's proposal (e.g. staffing, services and activities)?</li> <li>How appropriate and realistic are the proposed costs of the proposed program?</li> <li>How clear, thorough and thoughtful is the budget narrative?</li> </ul>	2	
II. F. 7. Bidder Experience, Ability & Plan	<p><b>a. Organizational Infrastructure Capacity and Readiness</b></p> <ul style="list-style-type: none"> <li>How strong is Bidder's existing organizational infrastructure to implement this project?</li> <li>How well matched is Bidder's organization structure to this project?</li> <li>How thoughtful is Bidder's plan to restructure and/or augment staffing to implement this project?</li> <li>How well matched are Bidder's staff roles to this project?</li> <li>How well matched is Bidder's mission to this project, mental health recovery and employment services?</li> <li>How experienced is Bidder in managing change processes similar to this one?</li> <li>How well matched is Bidder's financial infrastructure to this project?</li> <li>How well matched is Bidder's technological infrastructure to this project?</li> </ul>	7	

Sub-Section	Evaluation Criteria	Weight	0-5 Rating
	<p><b>b. Project Description</b></p> <ul style="list-style-type: none"> <li>• How well matched are Bidder's current services to the target population's needs and the project?</li> <li>• How well does the Bidder demonstrate understanding of the IPS/SE model within the existing program?</li> <li>• How thoughtful and realistic is Bidder's current work or plan to work with employers.</li> <li>• Overall, how well does Bidder's proposed project show the capacity to implement the IPS/SE program model?</li> <li>• How thoughtful and realistic is Bidder's vision to change Bidder's organizational approach to employment services, program model and client outcomes?</li> <li>• Over all, how well does Bidder demonstrate a clear understanding of the expected outcomes?</li> </ul>	<b>5</b>	
	<p><b>c. Understanding of Target Populations and Needs</b></p> <ul style="list-style-type: none"> <li>• How well does the Bidder understand the target population?</li> <li>• How thoughtful is Bidder's philosophy and approach to providing culturally responsive services to best meet the target population?</li> <li>• How thoughtful is Bidder of the target population's racial/ethnic and cultural needs?</li> <li>• How well matched is the Bidder's current population matched to this project?</li> </ul>	<b>5</b>	
	<p><b>d. Ability to Track Data and Outcomes</b></p> <ul style="list-style-type: none"> <li>• How relevant and appropriate is Bidder's current use of data?</li> <li>• How organized and thoughtful is Bidder's plan to collect and enter data for this project?</li> </ul>	<b>3</b>	
	<p><b>e. Forming Partnerships and Collaboration</b></p> <ul style="list-style-type: none"> <li>• How detailed, feasible and reasonable is Bidder's plan to collaborate with other services, programs and employers?</li> </ul>	<b>2</b>	
	<p><b>f. Sustainability of Project</b></p> <ul style="list-style-type: none"> <li>• How thoughtful and realistic is Bidder's plan to sustain this project after the end of the contract term?</li> </ul>	<b>4</b>	
<p><b>II. F. 8 Implementation Schedule &amp; Plan</b></p>	<ul style="list-style-type: none"> <li>• How thoughtful and feasible is Bidder's implementation schedule and plan?</li> <li>• How thoughtful and realistic is the Bidder's problem identification and mitigation?</li> <li>• How well does Bidder demonstrate a clear understanding of BHCS' timeline and the ability to achieve it?</li> </ul>	<b>4</b>	
<p><b>References</b></p>	<p>How well does the Bidder's references demonstrate the following:</p> <ul style="list-style-type: none"> <li>• Performed the services as stated;</li> </ul>	<b>2</b>	

Sub-Section	Evaluation Criteria	Weight	0-5 Rating
	<ul style="list-style-type: none"> <li>• Highlight areas in which the Bidder did well;</li> <li>• Highlight areas in which the Bidder could have improved;</li> <li>• Rate project management, technical ability, availability, training, documentation and reliability on a scale of one to five;</li> <li>• Whether the project was completed on time and on budget;</li> <li>• Responsiveness to clients</li> <li>• Usefulness of Bidder's product;</li> <li>• Understanding of the project and need;</li> <li>• References' overall satisfaction with Bidder;</li> <li>• References' comfort with recommending the Bidder to Alameda County;</li> <li>• Whether the Bidder would be used again by Reference;</li> <li>• Any other information that would assist in Alameda County's' work with the Bidder.</li> </ul>		
<b>Feasibility Site Visit</b> (if applicable)	<b><i>Will use the Feasibility Site Visit Checklist.</i></b> <a href="http://www.dartmouth.edu/~ips/page48/page77/files/agency-readiness-visit-and-checklist.pdf">http://www.dartmouth.edu/~ips/page48/page77/files/agency-readiness-visit-and-checklist.pdf</a>	<b>60</b>	

## **H. EVALUATION AND ASSESSMENT**

During the initial sixty (60) day period of any contract, which may be awarded to a successful Bidder ("Contractor"), the CSC and/or other persons designated by the County may meet with the Contractor to evaluate the performance and to identify any issues or potential problems.

The County reserves the right to determine, in its sole discretion, (a) whether Contractor has complied with all terms of this RFP and (b) whether any problems or potential problems are evidenced which make it unlikely (even with possible modifications) that the proposed program and services will meet the County requirements. If, as a result of such determination the County concludes that it is not satisfied with Contractor, Contractors' performance under any awarded contract as contracted for therein, the Contractor shall be notified of contract termination effective forty-five (45) days following notice. The County shall have the right to invite the next highest ranked Bidder to enter into a contract.

The County also reserves the right to re-bid these programs if it is determined to be in its best interest to do so.

## **I. AWARD**

1. Proposals evaluated by the County Selection Committee/Evaluation Panel (CSC) shall be ranked in accordance with the RFP section entitled Evaluation Criteria/Selection Committee/Evaluation Panel.
2. The CSC shall recommend award of each contract to the Bidder who, in its opinion, has submitted the proposal that conforms to the RFP and best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be recommended or made to the Bidder with the lowest price.
3. 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.
4. The County reserves the right to award to a single or multiple Contractors.
5. The County has the right to decline to award these contracts in whole or any part thereof for any reason.
6. Board of Supervisor approval to award a contract is required.
7. A contract must be negotiated, finalized, and signed by the intended awardee prior to Board approval.
8. Final terms and conditions shall be negotiated with the Bidders recommended for award. Bidders may request a copy of the Master Agreement template from the BHCS contact. The template contains the agreement boilerplate language only.
9. The RFP specifications, terms, conditions, Exhibits, RFP Addenda and Bidder's proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

## J. NOTICE OF AWARD

At the conclusion of the RFP response evaluation process (“Evaluation Process”), all Bidders shall be notified in writing by e-mail or fax, and certified mail, of the contract award recommendation(s), if any, by BHCS. The document providing this notification is the Notice of Intent to Recommend Award.

The Notice of Intent to Recommend Award shall provide the following information:

- The name of the Bidder being recommended for contract award; and
- The names of all other Bidders that submitted proposals.

At the conclusion of the RFP process, debriefings for unsuccessful Bidders may be scheduled and shall be restricted to discussion of the unsuccessful Bidder’s proposal.

- Under no circumstances shall any discussion be conducted with regard to contract negotiations with the recommended /successful Bidder;
- Debriefing may include review of the recommended/successful Bidder’s proposal with redactions as appropriate.

All submitted proposals shall be made available upon request no later than five (5) business days before approval of the award and contract is scheduled to be heard by the Board of Supervisors

## K. BID PROTEST / APPEALS PROCESS

Alameda County prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Bidders wish to protest the bid process or the recommendation to award a contract for these programs once the Notices of Intent to Recommend Award/Non-Award letters have been issued or appeal thereafter.

The following describes two separate processes: Bid Protests and Appeals. Bid Protests submitted prior to issuance of the Notices of Intent to Recommend Award/Non-Award letters shall not be accepted by the County.

1. Bid Protests from any Bidder related to this RFP must be submitted in writing to the BHCS Director located at 2000 Embarcadero Cove, Suite 400, Oakland, CA 94606 Fax: 510.567.8180, before 5:00 p.m. of the **fifth (5<sup>th</sup>)** business day **following the date of issuance of the Notice of Intent to Recommend Award/Non-Award letter, not the date it is received by the Bidder**. Any Bid Protest received after 5:00 p.m. shall be considered received as of the next business day.
  - a. The Bid Protest must contain a complete statement of the reasons and facts for the protest. The bid protest shall be limited to the procurement process or, where appropriate, County contracting policies or other laws and regulations.
  - b. The Bid Protest must refer to the specific portions of all documents that form the basis for the protest.
  - c. The Bid Protest must include the name, address, email address, fax number and telephone number of the person representing the protesting party.
  - d. BHCS shall transmit a copy of the Bid Protest to all Bidders as soon as possible after receipt of the protest.
2. Upon receipt of written Bid Protest, the BHCS Director, or designee shall review and evaluate the protest and issue a written decision. The BHCS Director, may, at his or her discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as determined

appropriate by the BHCS Director) to discuss the Bid Protest. The decision on the bid protest shall be issued at least ten (10) business days prior to the date the Board is considering the recommendation and award of contract.

The decision on the Bid Protest shall be communicated by e-mail or fax, and certified mail, and shall inform the Bidder whether or not the recommendation to the Board of Supervisors as stated in the Notice of Intent to Recommend Award is going to change. A copy of the decision shall 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 Bid Protest could have resulted in the Bidder not being the recommended successful Bidder on the RFP.

3. The decision of the BHCS Director on the Bid Protest may be appealed to the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak St., Rm. 249, Oakland, CA 94612, Fax: 510.272.6502. The Bidder whose proposal is the subject of the Bid Protest, all Bidders affected by the BHCS Director's decision on the Bid Protest, and the protesting Bidder have the right to appeal if not satisfied with the BHCS Director's Bid Protest decision. **All Appeals to the Auditor-Controller's OCC shall be in writing and submitted within five (5) business days following the issuance of the decision by the BHCS Director, not the date received by the Bidder.** Appeals received after 5:00 p.m. is considered received as of the next business day.
  - a. The Appeal shall specify the Bid Protest decision being appealed and all the facts and circumstances relied upon in support of the Appeal.
  - b. In reviewing Appeals, the OCC shall not re-judge the proposals. The appeal to the OCC shall be limited to review of the procurement process to determine if the contracting department materially erred in following the RFP or, where appropriate, County contracting policies or other laws and regulations.
  - c. The Appeal to the OCC also shall be limited to the grounds raised in the original Bid Protest and the decision by the BHCS Director. As such, a Bidder is prohibited from stating new grounds for a Bid Protest in its Appeal.
  - d. The decision of the Auditor-Controller's OCC is the final step of the Appeal process. A copy of the decision of the Auditor-Controller's OCC shall be furnished to the protestor, the Bidder whose proposal is the subject of the Bid protest, and all Bidders affected by the decision.
1. The County shall complete the Bid Protest/Appeal procedures set forth in this section (II. K. BID PROTEST/APPEALS PROCESS) before a recommendation to award the contract is considered by the Board of Supervisors.
2. The procedures and time limits set forth in this section are mandatory and are each Bidder's sole and exclusive remedy in the event of 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.

### III. APPENDICES

#### A. GLOSSARY & ACRONYM LIST

Adults	Individuals between the ages of 18 and 59.
Agreement	The formal contract between BHCS and the Contractor
BHCS	Alameda County Behavioral Health Care Services, a department of the Alameda County Health Care Services Agency
Bid	The bidders' response to this Request; used interchangeable with proposal
Bidder	The specific person or entity responding to this RFP
Board	Shall refer to the County of Alameda Board of Supervisors
Client	The recipient of services
Community-Based Organization	A non-governmental organization that provides direct services to participants.
Contractor	When capitalized, shall refer to selected bidder that is awarded a contract
Co-occurring conditions	For the purposes of this RFP, co-occurring refers to mental health and substance use issues simultaneously experienced by a client
County	When capitalized, shall refer to the County of Alameda
Cultural Responsiveness	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, educational and spiritual experiences of consumers and their families/support systems relative to their care
DOR	State of California Department of Rehabilitation
Employment Specialist	The staff person who carries out the services of the IPS Supported Employment program by assisting clients with obtaining and maintaining employment that is consistent with their vocational goal
Evidence based practice	Evidence based practices are well-defined and have been demonstrated to be effective through multiple research studies.
Federal	Refers to United States Federal Government, its departments and/or agencies
Fidelity	Strict observance to fact or detail; adherence, accuracy, exactness
Fidelity Scale	A fidelity scale is a tool to measure the level of implementation of an evidence-based practice (EBP). The IPS Fidelity Scale defines the critical ingredients of IPS supported employment in order to differentiate between programs that follow IPS and those that do not. The IPS Fidelity Scale contains 25 items related to staffing, organization, and services.
Full Service Partnership (FSP)	FSPs are funded by the Mental Health Services Act and aim to serve previously unserved or underserved populations. FSPs provide intensive services with a recovery/resilience focus that is culturally responsive and includes individualized client/family-driven mental health services and support plans and offer integrated service experiences for clients and families. The goal is to eventually provide all needed cost-efficient and effective services and supports for <u>all</u> those in need of mental health services and their families consistent with the individualized plans.
IPS	Individual Placement and Support (IPS) is an evidence-based practice that is designed to help people who have serious mental illness. This model is well defined by eight practice principles and a 25-item fidelity scale. The outcome of this service is competitive employment for people who wish to work.
IPS Trainer	The staff that provides training and technical assistance to IPS teams, mental health practitioners, mental health agency leadership and the Department of Rehabilitation to increase IPS fidelity and effectiveness. They also work with stakeholders to build consensus for IPS throughout the county, to identify barriers and facilitators for IPS supported employment, and to plan for widespread implementation of IPS.
Logic Model	An organized, graphical depiction of the logical connections (based on theory) that shows what a program is expected to achieve and the underlying rationale and steps by

	which it is to produce positive effects. It includes the approaches and activities that specifically address underlying needs and resources and specifies the expected short and intermediate-term outcomes, or objectives, and the expected long-term outcomes, or goals.
Medi-Cal	California's Medicaid program. It provides health care coverage for more than six million low-income children and families as well as elderly, blind, or disabled individuals. Medi-Cal is jointly funded by the state and federal government and administered by the California Department of Health Services. People enroll in Medi-Cal through their county social services department.
Medical Necessity	A service or treatment which is appropriate for a patient's diagnosis, and which if not rendered, would adversely affect the patient's condition. The Medi-Cal program covers only medically necessary services.
Outcomes	The extent of change in attitudes, values, behaviors, or conditions between baseline measurement and subsequent points of measurement. Depending on the nature of the intervention and the theory of change guiding it, changes can be short, intermediate, and longer-term outcomes.
Pilot	Activity planned as a test or trial with the intent of continuing the practice/project.
Proposal	Shall mean bidder/contractor response to this RFP; used interchangeable with bid
Qualified	Competent by training and experience to be in compliance with specified requirements.
Request for Proposal (RFP)	Shall mean this document, which is the County of Alameda's request for proposal to provide the goods and/or services being solicited herein. Also referred herein as RFP.
Response	Shall refer to bidder's proposal submitted in reply to RFP.
Service Provider	Individuals, groups, and organizations, including CBO and County-operated programs that deliver services to participants and patients under an agreement or contract with BHCS.
Service Team	Provide services to individuals with serious mental ill who needs case and management psychiatry services. All the service teams include case managers and a psychiatrist. Only clients with primary mental health diagnosis are accepted.
Severe Mental Illness (SMI)	The W&I code, Section 5813.5 specifies that services will be available to adults and seniors with severe mental illnesses who meet the eligibility criteria in the W&I Code Section 5600.3 (b) – adults and older adults who have serious mental disorder and (c) – adults and older adults who require or are at risk of requiring acute psychiatric inpatient care, residential treatment, or outpatient crisis intervention because of a mental disorder with symptoms of psychosis, suicidality, or violence. Some transition age youth may also be served under these provisions.
State	Refers to State of California, its departments and/or agencies
Supported Employment (SE)	Supported employment is a federal term used to describe employment programs that help people with disabilities find and keep jobs. These programs typically provide long-term job supports. IPS supported employment meets this definition, but is more specific in that it is also defined by a 25-item fidelity scale. Further, IPS supported employment is well-researched and is an evidence-based practice.
System Of Care	A multi-disciplinary, multi-agency delivery system of services that supports a consumer through a continuum of care and that uses a "person first" approach to build on the strengths of the person being served and his or her support system.
Technical Assistance	Operational or management assistance given to an organization. It can include fundraising assistance, budgeting and financial planning, program planning, legal advice, marketing and other aids to improve the organization's functions, processes and/or outcomes.
Transition Age Youth	Young adults between the ages of 16 and 25 years who would benefit from mental health community services and support to maximize their life skills and independence.