



ALCOHOL, DRUG & MENTAL HEALTH SERVICES  
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**ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES (BHCS)  
REQUEST FOR PROPOSAL (RFP) # 15-08  
SPECIFICATIONS, TERMS & CONDITIONS  
for  
AB109 Reentry Legal Services**

**INFORMATIONAL MEETING/ BIDDERS' CONFERENCES**

Date	Time	Location
Tuesday September 29, 2015	9:30 am – 11:30 am	Alameda County Behavioral Health Care Services Agency 1900 Embarcadero Cove, Ste 205, Oakland (Wildcat Canyon Room)
Tuesday September 29, 2015	1:30 pm – 3:30 pm	Alameda County Public Works Agency 951 Turner Ct, Hayward (Conference Room 230 ABC)

**PROPOSALS DUE**

Tuesday, October 20, 2015

by 2:00 pm

to

RFP #15-08 c/o Edilyn Dumapias  
1900 Embarcadero Cove Suite 205  
Oakland, CA 94606

Proposals received after this date/time will NOT be accepted

Contact: Edilyn Dumapias

Email: [edumapias@acbhcs.org](mailto:edumapias@acbhcs.org) Phone: 510.383.2873

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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 award contracts for the provision of legal services for the reentry population. The County intends to award a one-year contract (with an option to renew) to the Bidder selected as the most responsible Bidder(s) whose response conforms to the Request for Proposals (RFP) and meets the County's requirements.

BHCS will use RFP to initially award a minimum of \$200,000 for legal services to be provided through a replicable and scalable program that can provide the basis for future expansion should additional funds become available for this purpose. It is anticipated that the funding will come from Assembly Bill (AB) 109 and matching federal funds. Funding for this RFP is for Community Based Organizations (CBO) only based on Board of Supervisor's (BOS) directive that 50 percent of AB 109 funding is allocated to CBO contracted providers.

Funding amounts for subsequent years are dependent upon allocations from the County (for AB 109). Bidders acknowledge the uncertainty of the funding resources supporting this RFP, which may impact BHCS' allocation for services in this RFP contract period and subsequent contract years. BHCS shall notify the awarded Bidder(s) should it be necessary to adjust the amount of the funding available.

Any contracts that result from this RFP process will be pro-rated for the fiscal year at the contract start date.

County is not obligated to award any contracts as a result of this RFP. Any renewal, maintenance, and/or continuation of funding of award contracts shall be contingent on any of the following: the availability of funds, Contractor's performance, and the continued prioritization of program activities and priority populations by BHCS.

### B. BACKGROUND

Many people are deadlocked in a cycle of incarceration because, although they have paid their debt to society by serving the sentence imposed under the law, they continue to experience lifelong "invisible punishments." The formerly incarcerated face living with the stigma of having a criminal record, statutory barriers to occupational licensing and employment, and limited access to post-secondary educational opportunities.

Civil legal assistance can often play a critical role in addressing barriers to successful reintegration into the community. Assistance in securing an occupational or driver's license, expunging criminal records, resolving inappropriate denials of housing or employment, resolving violations of the Fair Credit Reporting Act and its California law counterparts, and advising regarding creating and/or modifying child support orders are among the legal services that can help stabilize the lives of individuals and families.

The anticipated funding will come from sources that include AB109. Those funds will be used as the source of match dollars for federal funds and will not be available to leverage against other federal sources (e.g. Medi-Cal Administrative Activities, Targeted Case Management).

### **C. SCOPE**

The scope of work requires that the awarded Contractor(s) provide limited post-release legal services to alleviate barriers to housing and employment for clients reentering the community.

Legal services include assisting, advising, brief services, limited and full scope representation of individual clients in the following areas:

- Housing: Eviction defense, barriers to housing, habitability
- Documentation: Birth certificates, IDs
- Child Support modifications
- Consumer: debt relief, barriers to housing, scams, financial education
- Criminal Record Remedies: dismissals, early termination of probation, Prop 47
- Public Benefits (e.g. CalWORKs, General Assistance, Medi-Cal, CalFresh): initial applications/eligibility evaluations, appeals on denials and reinstatements, as necessary
- Traffic/Citation Defense: resolving warrants, infractions, DMV issues, license suspensions
- Bureaucracy Navigation & Compliance Assistance: advocacy and mediation with social services staff, other service providers, and other government agencies as needed.

### **D. BIDDER MINIMUM QUALIFICATIONS AND DISQUALIFICATIONS**

To be eligible to participate in this RFP, Bidders must successfully demonstrate in their proposal that they regularly and continuously engaged in the business of providing legal services similar to those identified under the Scope section to a safety-net population for at least three years;

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

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

### **E. SPECIFIC REQUIREMENTS**

The scope of work for contracts awarded from this RFP will include conformance with all of the following:

- Attorney staff must be members of the California Bar Association in good standing;
- When required, legal services must be provided by Attorneys licensed in the State of California;
- Delivering the full array of legal services detailed in the Scope section;
- Requirements of funding streams (e.g. AB 109 and County Service Block Grant); and

- Have a data system to track provision of legal services to clients including the ability to modify data system to add additional required fields and extract data as required by the County.

The awarded Contractor shall not charge clients any attorney fees.

## **F. BIDDER EXPERIENCE, ABILITY AND PLAN**

### ***1. Understanding of the Priority Population Needs and Experience Providing Services***

Services will be provided to adults returning to the community from incarceration. This population has grown as a result of AB 109. This population includes clients released from state prisons and local jails who have been previously convicted of a non-violent, non-serious offense, and have not been deemed a “high risk” sex offender by the State of California Department of Corrections and Rehabilitation. This population generally has high needs in the areas of housing, employment education, medical and dental health, and legal services.

Awarded providers will demonstrate in their proposal that they have comprehensive knowledge and experience in providing legal services to the priority population or a similar safety-net population.

Contract awardee(s) must prioritize service to clients referred from reentry case and care management programs being provided by BHCS. It is anticipated that the reentry case and care management programs will carry a minimum caseload of 160 clients serving approximately 480 unduplicated clients in one year. As case management capacity grows, BHCS will expect contract awardee(s) for legal services to scale accordingly.

Many reentry clients are eligible for long-term disability benefits. Awardees must refer eligible clients to County-funded Supplemental Security Income (SSI) Advocacy programs as well as coordinate with any disability attorneys representing reentry clients.

### ***2. Organizational Infrastructure and Capacity to Implement Program Model***

Bidders should propose a scalable, replicable model to address the above legal needs of the priority population. Opportunities for expansion may be realized as additional funds become available.

The successful Bidder(s) will have a planned staffing that complies with the California Rules of Court for the proper assignment of work based on allocated funding for this RFP.

The program model shall be accessible to the priority population and culturally responsive.

### **3. Forming Partnerships and Collaboration**

The Contractor shall work collaboratively with the following BHCS-contracted providers:

- AB 109 reentry case and care management provider – primary source of referrals
- SSI advocacy providers – for clients who may need additional legal services related to SSI benefits in addition to housing and employment

In addition, the Contractor(s) shall coordinate services with the following reentry population providers:

- Public Defender's Office, Coordinator of Clean Slate and Reentry
- Social Services Agency
- Other Behavioral health providers

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

BHCS expects awarded Contractor(s) to deliver individualized, participant-centered legal services to promote reintegration into the community.

In order to track external effects of legal service provision, awarded Contractor must have the ability to track multiple external client identifiers within their existing data system. The Contractor(s) will be expected to track:

- Client identifying data
- Client demographics
- Services provided
- Dispositions
- Dates
- Referral Source

BHCS expects awarded providers to plan for and implement continuous staff training and quality improvement. BHCS will work with awarded providers to establish measureable outcomes and performance measures.

## II. INSTRUCTIONS TO BIDDERS

### A. COUNTY CONTACTS

All contact during the competitive RFP 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 Bidders to contact CSC/Evaluation Panelists may result in disqualification of the Bidder's proposal.

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:

Edilyn Dumapias  
1900 Embarcadero Cove, Suite 205  
Oakland, CA 94606  
Email: [edumapias@acbhcs.org](mailto:edumapias@acbhcs.org)

**B. CALENDAR OF EVENTS**

Event	Date/Location	
Request for Proposals (RFP) Issued	Friday, September 11, 2015	
Bidder's Written Questions Due	By 5:00 pm on the day of 2 <sup>nd</sup> Bidder's Conference – BHCS strongly encourages Bidders to submit written questions earlier.	
1 <sup>st</sup> Bidders' Conference	Tuesday September 29, 2015	9:30 am – 11:30 am 1900 Embarcadero Cove, Ste 205, Oakland (Wildcat Canyon Room)
2 <sup>nd</sup> Bidders' Conference	Tuesday September 29, 2015	1:30 pm – 3:30 pm 951 Turner Ct, Hayward (Conference Rm 230 ABC)
Addendum Issued	Monday, October 5, 2015	
<b>Proposals Due</b>	<b>Tuesday, October 20, 2015 by 2:00 pm</b>	
Review/Evaluation Period	October 21, 2015 through November 20, 2015	
Oral Interviews (as needed)	November 20, 2015	
Award Recommendation Letters Issued	December 4, 2015	
Board Agenda Date	February 2016	
Contract Start Date	Any time after February 2016 BOS approval	

**Note:** Award Recommendation, Board Agenda and Contract Start dates are approximate. Other dates are subject to change. Bidders will be notified of any changes via email. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions. By submission of a proposal, 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. SMALL LOCAL EMERGING BUSINESS (SLEB) PREFERENCE POINTS**

The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County's purchase of goods and services.

As a result of the County's commitment to advance the economic opportunities of these businesses, Bidders must meet the County's SLEB requirements in order to be considered for the contract award. These requirements can be found online at:

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

For purposes of this proposal, applicable industries include, but are not limited to, the following NAICS Code: 541110.

A small business is defined by the [United States Small Business Administration](#) (SBA) as having no more than the number of employees or average annual gross receipts over the last three (3) years required per SBA standards based on the small business's appropriate NAICS code.

An emerging business is defined by the County as having either annual gross receipts of less than one-half (1/2) that of a small business OR having less than one-half (1/2) the number of employees AND that has been in business less than five (5) years.

#### **D. BIDDERS' CONFERENCES**

**BHCS strongly recommends that Bidders thoroughly read the RFP prior to attending any 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 Bidders' Conferences attendees in an Addendum following the Bidders Conferences in accordance with the Calendar of Events section of this RFP.

Bidders are not required to attend the Bidders' Conferences. However, attendance to at least one Bidders' Conference is strongly encouraged in order to receive information 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 any Addenda.

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

1. All proposals must be SEALED and received by BHCS **no later than 2:00 pm on the due date and location specified on the RFP cover and Calendar of Events in this RFP.** BHCS cannot accept late and/or unsealed 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 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 unread/unopened.

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 must submit proposals which clearly state Bidder and RFP name. Proposals shall include:
  - a. One original hard copy proposal in a three-ring binder, with original ink signatures. Original proposal is to be clearly marked on the cover (it should be clear who the Bidder is on the front of the binder);

- The original proposal must include evidence that the person(s) who signed the proposal is/are authorized to execute the proposal on behalf of the Bidder. A signed statement by either the Executive Director or the Board President on an agency letterhead will meet this requirement.
- b. Seven copies of proposal. Copies must be unbound **without** a three-ring binder.
- c. Enclosed with the hard copy include, a USB flash drive clearly marked with the Bidder and RFP name with the following saved on it:
  - An electronic copy of the proposal, saved with Bidder's name;
  - An electronic copy of the completed Exhibit B-1 Program Budget, saved with the Bidder's name.

The County requests that all proposals submitted shall be **printed double-sided** and on minimum thirty percent post-consumer recycled content paper.<sup>1</sup>

Bidders shall use the Fillable Forms Template for submittal of proposals to ensure that proposals are:

- Single spaced;
- Use 12-point Arial font and
- Conform to the maximum page limits.

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 perform by submission of proposal.
5. Submitted proposals shall be valid for a minimum period of eighteen months.
6. All costs required for the preparation and submission of a proposal shall be borne by Bidder.
7. The County shall only accept one proposal from any one person, partnership, corporation or other entity. 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

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<sup>1</sup> Inability to comply with this recommendation will have no impact on the evaluation and scoring of proposals.

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 negotiations and award of the order or contract, be open to public inspection.

**F. RESPONSE FORMAT/PROPOSAL RESPONSES**

Bidders shall use the **Fillable Forms Template (posted on the BHCS and GSA websites)** to submit proposals. This section 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.

The person(s) administering the competitive process will review each proposal for completeness against the RFP requirements. Bidders cannot submit non-material documents after the proposal due date, in order to complete their proposal. Proposals with any missing items of submittals as outlined in the RFP and any Addenda shall be deemed incomplete and may be rejected.

**Proposals shall 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 at BHCS' sole discretion.**

The proposal sections, instructions and page maximums are contained in Table 1.

Table 1

Section	Instructions	Page Max.
<b>1. TITLE PAGE</b>	Use the Fillable Forms Template to complete and submit the requested information.	One
<b>2. EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE</b>	Use the Fillable Forms Template to complete and submit the requested information.	One
<b>3. LETTER OF TRANSMITTAL/ EXECUTIVE SUMMARY</b>	Use the Fillable Forms Template to complete and submit a synopsis of the highlights and benefits of each proposal.	One
<b>4. BIDDER MINIMUM QUALIFICATIONS AND SPECIFIC REQUIREMENTS</b>	Use the Fillable Forms Template to describe and demonstrate how Bidder meet the criteria: Be regularly and continuously engaged in the business of providing legal services similar to those identified under the Scope section to a safety-net population for at least three years.	One

<b>5. ORGANIZATIONAL CAPACITY AND REFERENCE</b>	<b><u>Supply Organizational Capacity and Reference sections a. and b. in the original proposal only.</u></b>	Two
	<p><b>a. Debarment and Suspension</b></p> <p>Bidders, its principal and named subcontractors must not be identified on the list of Federally debarred, suspended or other excluded parties located at <a href="http://www.sam.gov">www.sam.gov</a></p>	N/A
	<p><b>b. References</b> Use the Fillable Forms Template to provide three current and three former references that Bidder worked with on a similar scope, volume and requirements to those outlined in this RFP. Bidders must verify that 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.</p> <p>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 proposal and to use the information gained from them in the evaluation process.</p>	Two
<b>6. BIDDER EXPERIENCE, ABILITY AND PLAN</b>	Use the Fillable Forms Template to complete and submit the information below.	Fifteen total
	<b>a. Describe, in detail, Bidder’s <i>Understanding of the Priority Population Needs and Experience</i>, including:</b>	Five
	<p>i. Bidder’s understanding of the priority population including:</p> <ol style="list-style-type: none"> <li>1. Challenges to engagement in services;</li> <li>2. Risk factors that often result in recidivism to incarceration, unstable livings situations, and difficulty maintaining contact via traditional means</li> <li>3. Cultural needs that interplay with the service delivery.</li> <li>4. Barriers to community involvement</li> </ol>	
	<p>ii. Bidder’s experience in providing services detailed in the “Scope” section including:</p> <ul style="list-style-type: none"> <li>• Population served</li> <li>• Length of time providing service</li> <li>• Scale of operation</li> </ul>	
	<b>b. Describe in detail, Bidder’s <i>Organization Infrastructure and Capacity to Implement Program Model</i> including:</b>	Six
<p>i. Bidder’s organizational chart that shows where the proposed program will fit within the organization. (Include as <b>ATTACHMENT A</b>)</p>		

	<p>ii. How the proposed services fit within the Bidder’s current business operations, service capacity and infrastructure.</p> <p>iii. Describe in detail Bidder’s proposed program model including:</p> <ol style="list-style-type: none"> <li>1. Description of services to be provided;</li> <li>2. Number of clients expected to be served in each category: <ul style="list-style-type: none"> <li>• Full Scope Representation</li> <li>• Limited Scope Representation</li> <li>• Brief Services</li> <li>• Advice and Counsel</li> </ul> </li> <li>3. Describe the positions and staffing structure required to provide the services detailed in Scope. Include the roles of attorneys and administrative staff.</li> <li>4. Describe your plan for recruiting, training, and retaining staff that is culturally responsive.</li> <li>5. Program Hours and Location; <ul style="list-style-type: none"> <li>• How do you plan to make services accessible to the priority population?</li> <li>• Where will services be provided?</li> </ul> </li> </ol>	
	<p>c. Describe, in detail, Bidder’s ability and experience <b>Forming Partnerships and Collaboration</b>, including: Bidder’s experience cultivating relationships with other organizations and service providers. Include in your response any challenges and the approach you have taken to work with the following:</p> <ul style="list-style-type: none"> <li>• Social Service Agency;</li> <li>• SSI Attorneys;</li> <li>• Other behavioral health providers; and</li> <li>• Public Defender’s Clean and Slate Program.</li> </ul>	Three
	<p>d. Describe in detail, Bidder’s <b>Experience and Plan to Track Data and Outcomes</b>, including Bidder’s plan for collecting data specified in this RFP. Response to this section will determine if Bidder has met the minimum requirement specified under <b>Section I.D.c.</b></p> <p>i. Provide a sample dataset<sup>2</sup> (Include as <b>ATTACHMENT B</b>) that demonstrated current ability to track:</p> <ul style="list-style-type: none"> <li>• Client identifying data</li> <li>• Client demographics</li> <li>• Services provided</li> <li>• Dispositions</li> <li>• Dates</li> <li>• Referral Source</li> </ul>	One

<sup>2</sup> A printout of a report or a hardcopy of data dictionary.

	<ul style="list-style-type: none"> <li>ii. Describe how the Bidder's data system will be modified to include any additional data points required by this RFP (i.e., multiple external client identifiers).</li> </ul>	
<b>7. COST</b>	<p>Budget</p> <ul style="list-style-type: none"> <li>a. Cost-Coefficient – Bidder does not need to submit anything additional for this.</li> <li>b. Complete and submit one <b>EXHIBIT B-1: BUDGET WORKBOOK</b>.</li> </ul> <p>See <b>EXHIBIT B-1: BUDGET WORKBOOK INSTRUCTIONS</b> in the Fillable Forms Template for detailed instructions. Complete and submit all worksheets in the Workbook.</p>	Two total (in addition to Exhibit B-1: Budget Workbook)
	<ul style="list-style-type: none"> <li>c. Bidder's detailed <b>Budget Narrative</b> to explain the costs and calculations in the <b>B-1: BUDGET WORKBOOK</b>. <ul style="list-style-type: none"> <li>i. Bidder's narrative on how the proposed program budget is aligned with the requirements of this RFP taking into account how calculations were made on the following and explanation on any variances in costs: <ol style="list-style-type: none"> <li>1) Staffing</li> <li>2) Salaries and Benefits</li> <li>3) Operating Expenses</li> <li>4) Administrative and/or Indirect Costs</li> <li>5) Revenue</li> <li>6) Start-up Budget</li> </ol> </li> </ul> </li> </ul>	
<b>8. IMPLEMENTATION SCHEDULE AND PLAN</b>	Use the Fillable Forms Template to complete and submit the following:	Three total
	<ul style="list-style-type: none"> <li>a. Bidder's Implementation Schedule and Plan with responsible persons, milestones and due dates around the following activities: Secure Service Location, Staff hiring, Training, Service Start, and Program Fill-up.</li> </ul>	Two
	<ul style="list-style-type: none"> <li>b. Bidder's identification and strategies for mitigation of risks and barriers, which may adversely affect the program's implementation</li> </ul>	One
<b>EXHIBITS</b>	Using the Fillable Forms Template complete and submit the following:	N/A
	<b>EXHIBIT C: INSURANCE REQUIREMENTS</b>	
	<b>EXHIBIT D: EXCEPTIONS, CLARIFICATIONS AND AMENDMENTS</b>	

**G. EVALUATION CRITERIA/SELECTION COMMITTEE**

All proposals that meet the Bidder 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 who may have expertise or experience in the RFP content. The CSC/Evaluation Panel shall score and recommend a Contractor 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.

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 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 that demonstrates 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 proposal.

The basic information that each proposal section should contain is specified in section II. F. These specifications should be considered as requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed in II. F. 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 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 in Table 3. The scores for all the Evaluation Criteria shall be added according to their assigned weight, as shown in Table 5, 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 fifty (550) points including the possible fifty (50) points for local and small, local and emerging, or local preference points (maximum 10% of final score).

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

If the two-stage approach is used, the three Bidders that receive the highest preliminary scores and with at least 200 points shall be invited to participate in an oral interview. 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 in Table 2:

**Table 2**

<b>Score</b>	<b>Label</b>	<b>Description</b>
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 for this RFP are contained in Table 3.

Table 3

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
1. Title Page	Reviewed for completeness	Complete/Incomplete Meets/Fails Minimum Qualification	Pass/Fail
2. Exhibit A: Bidder Information and Acceptance			
3. Letter of Transmittal/Executive Summary			
4. Bidder Minimum Qualification	Be regularly and continuously engaged in the business of providing legal services similar to those identified under the Scope section to a safety-net population for at least three years		
5. Organizational Capacity and Reference	<b>a. Debarment and Suspension</b>	To be considered for contract award, Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at <a href="http://www.sam.gov">www.sam.gov</a> .	Pass/Fail
	<b>b.</b> BHCS will check <b>references</b> using standard questions, which will be evaluated by the Evaluation Panel.	How do the Bidder's references rate the following on a scale of one to five: <ul style="list-style-type: none"> <li>• Bidder's capacity to perform the services as stated;</li> <li>• Areas in which the Bidder did well;</li> <li>• Areas in which the Bidder could have improved;</li> <li>• Project management, technical ability, availability, training, documentation and reliability;</li> <li>• Whether the project was completed on time and on budget;</li> <li>• Responsiveness to clients;</li> <li>• Usefulness of the 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</li> </ul>	5

		<p>to Alameda County;</p> <ul style="list-style-type: none"> <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>6. Bidder Experience, Ability and Plan</b>	a. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder's response to following questions which will become the total score under the Understanding of the Priority Population Needs and Experience Providing Services:		Total Points for this Section (10)
	i. Understanding of the Priority Population	<ul style="list-style-type: none"> <li>• How well does Bidder demonstrate relevant and substantial understanding of priority population's cultural needs, barriers and risk factors?</li> </ul>	5
	ii. Experience Providing Services detailed in the Scope Section	<ul style="list-style-type: none"> <li>• How well does Bidder demonstrate experience delivering similar services to populations similar to the priority population?</li> </ul>	5
	b. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder's response to following questions which will become the total score under the Organizational Infrastructure and Capacity to Implement Program Model:		Total Points for this Section (25)
	i. Organizational Chart	<ul style="list-style-type: none"> <li>• How well does the bidder present clear lines of authority and responsibility for proposed program components?</li> <li>• How well does organizational chart meet reasonable management and oversight requirements?</li> </ul>	2
	ii. Business Operations, Service Capacity and Infrastructure	<ul style="list-style-type: none"> <li>• How well are the proposed services aligned with their current business operation, service capacity, and infrastructure?</li> </ul>	2
	iii. Proposed Program Model	<ul style="list-style-type: none"> <li>• How well does Bidder describe the services to be provided?</li> </ul>	3
		<ul style="list-style-type: none"> <li>• How well does Bidder provide for multiple levels of representation (i.e. full vs limited, brief, and advice)?</li> </ul>	4
		<ul style="list-style-type: none"> <li>• How efficiently does Bidder make use of resources (e.g. # of clients served for the budget amount)?</li> </ul>	5
		<ul style="list-style-type: none"> <li>• How well does Bidder's proposed staffing pattern cover the legal needs of the target population?</li> </ul>	5
<ul style="list-style-type: none"> <li>• How complete is bidder's plan for ensuring cultural responsiveness?</li> </ul>		2	

		<ul style="list-style-type: none"> <li>How well does bidder make services accessible to the target population?</li> </ul>	2
	c. Forming Partnership and Collaboration	<ul style="list-style-type: none"> <li>How detailed and specific is Bidder's response?</li> <li>How realistic is Bidder's plan to collaborate with the key people involved with the priority population? <ul style="list-style-type: none"> <li>Does the Bidder's response highlight the importance of working closely with these people as a resource in meeting client needs??</li> </ul> </li> </ul>	5
	d. Experience and Plan to Track Data and Outcomes	<ul style="list-style-type: none"> <li>How well does the Bidder's sample dataset match the required data points for this project?</li> <li>How complete is Bidder's plan to modify existing data system to accommodate missing data points?</li> </ul>	10
<b>7. Cost</b>	a. Cost Co-Efficient	<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>	5
	b. Budget and Budget Narrative Review	<ul style="list-style-type: none"> <li>How well-matched is Bidder's budget to the proposed program?</li> <li>How well does the budget capture all activities and staff proposed in the Budget?</li> <li>How well does the Bidder allocate staff and resources?</li> <li>How appropriate are the staffing and other costs?</li> <li>How well-matched are the budgeted staff and supervision times to the RFP requirements?</li> <li>How much value does the proposal add considering the cost of the program and expected outcomes and the number of clients served?</li> <li>How well does the narrative detail how Bidder arrived at particular calculations?</li> <li>How well does Bidder "show the work"?</li> </ul>	20

<b>8. Implementation Schedule and Plan</b>	a. Implementation Plan Review	<ul style="list-style-type: none"> <li>• How detailed and specific is Bidder's response?</li> <li>• How well does Bidder account for the specified timeline to implement the program?</li> <li>• How well does the Bidder identify, describe and plan for start-up and fill-up milestones?</li> </ul>	7
	b. Identification and Strategies for Mitigation of Risks and Barriers	<ul style="list-style-type: none"> <li>• How detailed and specific is Bidder's response?</li> <li>• How thorough, thoughtful and realistic is Bidder's identification of challenges and barrier mitigation strategies?</li> <li>• How well does Bidder assess barriers?</li> <li>• How creative and solution-oriented are Bidder's strategies?</li> </ul>	3
<b>Exhibits</b>	Exceptions, Clarifications and Amendments	Complete/Incomplete Meets Minimum Requirements/ Fails to Meet Minimum Requirements	N/A
<b>Oral Interview (If needed)</b>	Criteria are created with the CSC/Evaluation Panel.		10
<b>Preference Points, if Applicable</b>			% of Subtotal of Points
	SLEB		5%
	Local		5%

## **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, Contractor’s 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 II.G. of this RFP.
2. The CSC shall recommend award of a 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 proposals 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 Contractor.
5. The County has the right to decline to award these contracts in whole or any part thereof for any reason.
6. Board of Supervisors (BOS) approval to award a contract is required.
7. A contract must be negotiated, finalized, and signed by the intended awardee prior to BOS approval.
8. Final terms and conditions shall be negotiated with the Bidder(s) 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, 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. INVOICING**

1. Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
2. Payment will be made within thirty (30) days following receipt 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.

**K. NOTICE OF AWARD**

At the conclusion of the proposal evaluation process (“Evaluation Process”), all Bidders shall be notified in writing by e-mail 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(s) being recommended for contract award; and
- The names of all other Bidders that submitted proposals.

At the conclusion of the RFP response evaluation 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) calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

### III. APPENDICES

#### A. GLOSSARY & ACRONYM LIST

Assembly Bill (AB) 109	Signed legislation that realigned responsibility for specified non-violent, non-serious, non-sex offenders from state to local probation and sheriff departments.
Agreement	The formal contract between BHCS and the Contractor. Also referred to as Contract.
BHCS	Alameda County Behavioral Health Care Services, a department of the Alameda County Health Care Services Agency
Bid	A Bidders' response to this Request; used interchangeably with proposal
Bidder	The specific person or entity responding to this RFP
Board	Shall refer to the County of Alameda Board of Supervisors
California Code of Regulations (CCR)	The official compilation and publication of the regulations adopted, amended or repealed by state agencies pursuant to the Administrative Procedure Act (APA).
Case (and Care) Management/Brokerage	Services that assist a beneficiary to access needed medical, educational, social, prevocational, rehabilitative, or other community services. The service activities may include, but are not limited to, communication, coordination, and referral; providing linkage to primary care; monitoring service delivery to ensure beneficiary access to service and the service delivery system; monitoring of the beneficiary's progress; placement services; and plan development.
Client	The recipient of services; used interchangeably with beneficiary and consumer
Community Collaboration	The process by which various stakeholders (which may include consumers, families, citizens, agencies, organizations, and businesses) work together to share information and resources in order to accomplish a shared vision. Collaboration allows for shared leadership, decisions, ownership, vision, and responsibility.
Community-Based Organization	A non-governmental organization that provides direct services to beneficiaries
Contractor	When capitalized, shall refer to selected bidder that is awarded a contract
County	When capitalized, shall refer to the County of Alameda
Federal	Refers to United States Federal Government, its departments and/or agencies
Full-scope representation	The more traditional arrangement between lawyers and clients where a lawyered is hired to provide legal services on all aspects of a case, from start to finish.
Full Time Equivalent (FTE)	A budgetary term used to describe the number of total hours worked divided by the maximum number of compensable hours in a full-time schedule as defined by law. For example, if the normal schedule for a staff person is 40 hours per week (40*52 weeks-4 weeks for vacation=1,920). Someone working 1,440 hours during the year represents 1,440/1,920=.75 FTE
Jail	Short for Santa Rita Jail
Limited-scope representation	Refers to an agreement between the client and the lawyer that the lawyer will handle some parts of the case and the rest will be handled by the client.
Medi-Cal	California's Medicaid program, which 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

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
Probation Department	Alameda County Probation Department
Proposal	Shall mean Bidder response to this RFP; used interchangeably with bid
Prop 47	Also known as the Reduced Penalties for Some Crimes Initiative, reduces the classification of most “non-serious and nonviolent property and drug crimes” from a felony to a misdemeanor.
Transition Day Reporting Center (TDRC)	A comprehensive program with coordinated wrap-around support services that serve the comprehensive needs of post-release community supervision (PRCS) clients under Alameda County probation supervision. The program is in partnerships between ACPD and Leaders in Community Alternatives, Inc.
Qualified	Competent by training and experience to be in compliance with specified requirements
Rate-based	A monthly reimbursement method for the contract period on either a set negotiated rate or provisional rate.
Request for Proposal (RFP)	Shall mean this document, which is the County of Alameda’s request for proposal to provide the 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
State	Refers to State of California, its departments and/or agencies
State Prison	Refers to the California Department of Corrections and Rehabilitation
System Of Care (SOC)	For the purposes of this RFP, SOC refers to Adult SOC, which is responsible for administering Alameda County Behavioral Health Care Services (BHCS) services for adults age 18 to 64.
Unserviced or Underserved	Groups that have received no services or are receiving inadequate services to meet their needs. These groups include populations defined by race/ethnicity, linguistic backgrounds, gender, age, sexual identity, geographic location, ability status and veteran’s status.