



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
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**ALAMEDA COUNTY
BEHAVIORAL HEALTH CARE SERVICES (BHCS)
REQUEST FOR PROPOSAL (RFP) # 13-03
SPECIFICATIONS, TERMS & CONDITIONS
for
EARLY PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT (EPSDT)
EXPANSION FOR SCHOOL-BASED & CULTURALLY & LINGUISTICALLY
RESPONSIVE SERVICES (II. A.)**

INFORMATIONAL MEETING/ BIDDERS' CONFERENCES

Monday December 10, 2012 3:00 pm to 5:00 pm 39155 Liberty Street, Pacific Room, Suite H800 Fremont Free parking is available	Tuesday December 11, 2012 3:00 pm to 5:00 pm 1900 Embarcadero Cove, Suite 205 Wildcat Canyon Room Oakland Free parking is available
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PROPOSALS DUE

by
2:00 pm Friday January 4, 2013
to
BHCS

Attn: EPSDT Expansion RFP #13-03 c/o Zandra Washington
1900 Embarcadero Cove Suite 205
Oakland, CA 94606

Proposals received after this date/time will NOT be accepted

Contact: Zandra Washington
Email: zashington@acbhcs.org
Phone: 510.383.2872

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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 proposals for the provision of mental health services for Alameda County children and youth who meet eligibility requirements for full-scope Medi-Cal and who meet medical necessity criteria through Early Periodic Screening Diagnosis Treatment (EPSDT) for two Priority Program Categories: 1. School-Based Services and 2. Culturally and Linguistically Responsive Services.

BHCS will use this Request for proposals (RFP) to strategically expand EPSDT Medi-Cal services by \$2.150 million to address existing service and geographic gaps, target at-risk youth, comply with State mandates, meet the needs of Alameda County's diverse populations and improve service delivery.

A single legal entity shall be responsible for the delivery of all services under any awarded contract through this RFP. BHCS shall disqualify proposals submitted with subcontractors performing any portion of the services, and these disqualified proposals shall not be moved forward to the County Selection Committee (CSC)/Evaluation Panel. Though Bidders may submit more than one proposal, BHCS urges Bidders to carefully consider whether they will be able to fulfill the specific requirements if a Bidder was to win more than one award.

BHCS reserves the right to distribute funding between the proposals in a single category or to allocate all of the funds to a single bidder, as recommended by the CSC/Evaluation Panel. The County is not obligated to award any contracts as a result of this RFP. BHCS shall notify awarded providers should it be necessary to adjust the amount of the funding available for award. Contracts resulting from this RFP process will be rate-based.

The County may, but is not obligated to award or 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, continued prioritization of activities and target populations by BHCS.

1. Priority Program Category 1. School-Based Services

BHCS intends to award up to \$1.35 million to six contracts, for School-Based Services. The maximum funding per school site is, \$135,000 for Priority Program Category: 1. School-Based Services. The allocation of funds by school district is shown in Table 1. Bidders may only submit proposals for the pre-determined school sites as listed in Table 1.

Bidders who propose to provide School-Based Services must adhere to the following:

- Bidders may not approach, lobby or contact school districts or school staff.
- Bidders may not submit letters of support in proposals from the school district or school staff for which they are applying to provide services.
- Bidders may not list school district or school staff as current or former references for the school district for which they are applying to provide services.

Attempts by Bidder to contact and/or influence the school district or school staff may result in disqualification of the proposal.

BHCS intends to contract with one provider per School District. Proposals must address all of the listed specific school site(s) within the associated School District. For example, a Bidder must include Hayward High School and Mt. Eden High School if Bidder wishes to provide services in Hayward Unified School District.

Bidders may apply to serve one or more of the School Districts listed in Table 1. **Bidders who wish to serve more than one School District must submit a separate proposal for each School District.** Each proposal will be considered individually and will stand alone. Proposals may not exceed the maximum contract amount per school district, as listed in Table 1. Proposals with proposed budgets that exceed the contract maximum shall be disqualified from moving forward in the evaluation process.

Table 1

Priority Program Category 1. School-Based Services		
School District	Specific School Site(s)	Maximum Contract Amount per District
A. Alameda Unified School District	1. Ruby Bridges Elementary, Alameda	A. \$135,000
B. Emeryville Unified School District	1. Anna Yates Elementary School, Emeryville	B. \$135,000
C. Hayward Unified School District	1. Hayward High, Hayward 2. Mt. Eden High School, Hayward	C. \$270,000
D. Newark Unified School District	1. MacGregor Alternative Education Center (a campus made up of several programs that includes Bridgepoint Continuation High School and Crossroads Alternative High School), Newark	D. \$135,000
E. New Haven Unified School District	1. Searles Elementary, Union City* 2. Cesar Chavez Middle, Union City	E. \$270,000
F. San Leandro Unified School District	1. San Leandro High, San Leandro 2. Bancroft Middle, San Leandro 3. Wilson Elementary, San Leandro	F. \$405,000
Total		\$1,350,000.00

*Bilingual Spanish staff required

2. Priority Program Category 2. Culturally and Linguistically Responsive Services

BHCS intends to award up to four contracts for priority program category 2. Culturally and Linguistically Responsive Services for the maximum contract amounts per priority language group to be distributed as shown in Table 2.

Bidders may apply to serve one or more priority language group. Bidders that wish to serve more than one priority language group must submit a separate proposal for each priority language group. Each proposal stands alone. Proposals may not exceed

the maximum contract amount per priority language group, as listed in Table 2. Proposals that exceed the contract maximum shall be disqualified from moving forward in the evaluation process.

Table 2

Priority Program Category 2. Culturally and Linguistically Responsive Services		
Priority Language Group	County Region	Maximum Contract Amount per Need
A. Spanish Speaking	<u>Central County:</u> Unincorporated areas of Ashland, Castro Valley, Cherryland and Cities of Hayward, San Leandro and San Lorenzo	A. \$320,000
B. Cantonese Speaking		B. \$160,000
C. Vietnamese Speaking		C. \$160,000
D. Cantonese Speaking & Translation for Other Asian Languages	<u>North County:</u> Alameda, Albany, Berkeley, Emeryville, Oakland and Piedmont	D. \$160,000
Total		\$800,000.00

B. BACKGROUND

The EPDST Medi-Cal benefit has been a requirement of the federal Medicaid program since its inception in 1966. EPSDT provides access to a range of specialty mental health service for children and youth from birth through age twenty-one who meet medical necessity and income criteria.

Funding for the Priority Program Categories described in this RFP is provided through trailer bill language associated with Local Revenue Fund 2011 (Realignment) dollars; which provides \$6.3 billion to local governments, primarily counties, to fund various criminal justice, mental health and social services programs in fiscal year (FY) 2011-12, and annually thereafter.

BHCS determined priority needs by analyzing data from BHCS’ Children’s System of Care (SOC), BHCS’ Acute Crisis Care and Evaluation for System-Wide Services (ACCESS), School Districts and BHCS’ Decision Support. Based on this data, BHCS designated a portion of the funding to expand services that address the unmet needs of Alameda County’s diverse populations, specifically services to individuals in under or un-served school districts and individuals that require linguistically specific services.

1. Priority Program Category: School-Based Services

School-Based Services are generally short-term in nature and play a critical role in BHCS’ continuum of care. School-Based Services promote access to and utilization of mental health services among Alameda County children and youth who have a mental health diagnosis and would benefit from treatment in a school site.

2. Priority Program Category: Culturally and Linguistically Responsive Services

BHCS is continuously working to expand and increase capacity to provide culturally and linguistically responsive services and support interventions to Alameda County's diverse children, youth and families who face serious mental health issues. It is the intent of this RFP to address some of the most immediate needs among Limited English Proficiency (LEP) populations in Alameda County and to reduce disparities in access to care.

C. SCOPE

Funding awarded through this RFP shall be used to provide EPSDT billable services in the Priority Program Categories as described in Tables 1 and 2 to Alameda County children and youth who meet eligibility requirements for full-scope Medi-Cal and demonstrate medical necessity. Each proposal and any awarded contract must be self-sustaining, meaning the program must bill for enough services to cover the costs of the program. Each awarded contract shall be culturally responsive to the characteristics and needs of the target population.

The following are resources or references that Bidders may use for research and informational purposes only. Bidders must identify and implement the most appropriate evidence-based or promising practice (Promising-practices may only be selected for Culturally and Linguistically Responsive Services) that best match the needs of the target population.

- **Best Practices for Outpatient School-Based:**
Mental Health Information and Strategies www.kidsmentalhealthinfo.com
- **National Registry of Evidence Based Programs:**
Substance Abuse Mental Health Services Administration www.nrepp.samhsa.gov
- **Promising Practices Network:**
A Clearinghouse of promising practices and evidenced based programs for children and youth programs and service strategies www.promisingpractices.net
- **Promising Practices National Center for Cultural Competence:**
www.ncc.georgetown.edu/resources/practices/html
- **School Based Behavioral Health Framework:**
<http://acschoolhealth.org/Docs/SBBH%20Framework%20Paper.pdf>

Through individual proposals, Bidders must demonstrate their ability to deliver and sustain services that responds to one of the two Priority Program Categories:

1. **School-Based Services**

BHCS is seeking proposals that demonstrate Bidder's capacity to provide short-term mental health services to eligible students and their families. Services must be available every school day in the pre-determined school sites as defined in Table 1. The services must include appropriate consultation with school personnel and be based upon evidence-based models and align with the Alameda County School-Based Behavioral Health Initiative models for school-aged children and youth.

2. **Culturally and Linguistically Responsive Services**

BHCS is seeking proposals that demonstrate Bidder's ability to provide services that are responsive to the unique needs of children, youth and their families who have LEP in the County region specified in Table 2.

D. VENDOR MINIMUM QUALIFICATIONS

To be eligible to bid on this RFP, Bidders must demonstrate, in their proposal, how they meet all of the following Vendor Minimum Qualifications:

- a. Have at least two years' experience providing services to children and youth within the last five years; and
- b. Have at least two years' experience billing to Short-Doyle Medi-Cal within the last five years¹.

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

BHCS is seeking proposals that demonstrate Bidder's ability to provide services that are culturally and linguistically responsive, child-centered, family focused, empowering to clients and families, and grounded in an evidence-based or promising practice model.

Services shall be driven by the following goals:

- Improving child and youth development, community and family functioning; and
- Reducing the negative impacts of mental health symptoms on daily functioning.

BHCS expects awarded providers to plan for and implement continuous training and quality improvement on cultural and linguistic responsiveness.

BHCS expects awarded providers to hire staff within 30 days of approval from the Alameda County Board of Supervisors (BOS) and that within 90 days the program will be delivering at least 80 percent of its targeted monthly encounter (hours) and unduplicated client counts. BHCS will work with awarded providers to establish measurable indicators of fidelity to evidence-based models and/or promising practices.

Awarded providers must enter data in a timely manner, as instructed, into an information management system (currently InSYST). Providers are required to administer the Community Functioning Evaluation (CFE) form via Clinician's Gateway for each client at case opening, at six-month review of the treatment plan and at case closing. School-based providers are also required to administer the CFE at the end of the school year.

1. School-Based Services

a. Target Population and Program Design

Services shall be culturally, and when appropriate, linguistically responsive to the specific school site demographics. Services shall focus on populations that have an increased risk of mental health issues. Examples of populations that may have this increased risk include, but are not limited to, individuals who identify as lesbian, gay, bi-sexual, transgender, queer, questioning, intersex, two-spirited (LGBTQQI2-S); foster youth; youth with co-occurring substance use disorders; youth involved in the juvenile justice system; youth with high rates of suspension, expulsion and/or truancy.

Providers must demonstrate their knowledge of the school population in terms of race/ethnicity; language; age; etc. BHCS expects providers to have the ability to address the specific cultural and linguistic needs of each specific school site within the school district described in Table 1. While Bidders may not directly

¹ Bidders may submit demonstrated experience billing to Short-Doyle Medi-Cal in a County other than Alameda. In this case, Bidders must include a County contact in the Current/Former Reference section of the proposal.

contact the school or school district, Bidders are encouraged to conduct web-based research on the school population using websites such as Ed-Data: <http://www.ed-data.k12.ca.us/Pages/Home.aspx>.

Specifically, BHCS expects the awarded provider for New Haven Unified School District to provide language capacity in Spanish to at least Searles Elementary School. BHCS expects providers to use strategies that match the specific school site's target population. Services proposed for school sites that have a high LEP population must address how staff will be able to provide culturally and linguistically responsive services.

Providers shall identify, implement and utilize an evidence-based school mental health model. BHCS expects that the chosen/implemented model will match the needs, risk factors and characteristics of the specific school site's target population. Evidence-based models are defined as models or practices with well-documented effectiveness.

Services shall be provided by one clinically licensed full time equivalent (FTE) staff person per specific school site five days per week. Services may include pre-licensed interns in addition to, but not in lieu of, a paid FTE staff person. BHCS expects this staff person to deliver services at the specific school site full time. BHCS expects providers to ensure that each licensed staff and any pre-licensed interns have appropriate and regular supervision with a seasoned licensed supervisor.

Services shall provide comprehensive EPSDT billable mental health services, which shall include:

- Brokerage/Case Management to each client as needed;
- Collateral to each client as needed;
- Evaluation to each client as needed;
- Assessment and continual re-assessment to each client as needed;
- Plan Development and monitoring to each client as needed;
- Individual and Family Therapy to each client as needed;
- Group Therapy offered at least one hour per week, per specific school site; and
- Crisis Intervention to clients as needed.

b. Experience with Target Population Needs and Service Delivery Approach

BHCS expects providers to demonstrate their experience and knowledge of the target population. Awarded providers shall also demonstrate their ability to implement well-matched and thoughtful service delivery approaches.

c. Planned Organizational Infrastructure and Staffing

Services shall be provided by an organization that demonstrates thoughtful operations in terms of infrastructure, staffing and hiring. BHCS expects providers to have a clear understanding of staff roles and responsibilities. Additionally, providers must demonstrate their ability to maximize Medi-Cal billing in the particular program model.

d. Forming Partnerships and Collaboration

Providers must demonstrate the capacity to form meaningful partnerships with the identified school district and specific school site personnel. BHCS expects providers to be knowledgeable and adaptable to the cultures and processes of the specific school sites within the school districts identified in Table 1.

e. Ability to Track Data and Outcomes

Providers must demonstrate the capacity to track data and outcomes for the purpose of reporting and continuous quality improvement of services.

Any awarded Contractor shall participate in the Alameda County School-Based Behavioral Health (SBBH) Evaluation. Contractor shall complete the SBBH Survey twice annually. The SBBH Survey is a web-based form that is emailed to providers from School Health Services to assess school climate. Survey results will be collated annually by School Health Services and the results will be distributed at the SBBH Provider Meeting. Visit <http://acschoolhealth.org/Docs/SBBH%20Framework%20Paper.pdf> for more information.

2. Culturally and Linguistically Responsive Services

a. Target Population and Program Design

Services shall be culturally and linguistically responsive to the priority language group in the appropriate County region as described in Table 2. BHCS expects that the awarded provider for Cantonese Speaking and other Asian Languages will deliver services in Cantonese and at least one other Asian language in North County.

Services shall focus on populations that have an increased risk of mental health issues. Examples of populations that may have this increased risk include, but are not limited to, individuals who have experienced trauma, individuals who identify as lesbian, gay, bi-sexual, transgender, queer, questioning, intersex, two-spirited (LGBTQQI2-S); foster youth; youth with high rates of suspension, expulsion and/or truancy; immigrants or children of immigrants; and children of LEP parents.

Providers must demonstrate knowledge of, and experience with the priority language group in terms of race/ethnicity; language; culturally specific stigma and barriers associated with accessing and utilizing mental health services. Providers must also demonstrate familiarity with community issues specific to the geographic area of the proposal. BHCS expects providers to have the capacity to address the specific cultural and linguistic needs of the priority population within the priority language group and geographic region described in Table 2 and based on Bidders research. BHCS expects providers to use strategies that match the specific needs of the target population.

Providers shall identify, implement and utilize an evidence-based or promising practice model. The chosen/implemented model should match the needs, risk factors and characteristics of the target population. Evidence-based models are defined as models or practices with well-documented effectiveness. Promising practices are defined as a body of knowledge that may include scientific, practical or anecdotal elements and that is perceived as an effective method of treatment.

BHCS expects awarded Contractors to have the flexibility to literally meet the client “where they are at”, meaning that services may need to take place outside of the provider’s office (e.g. in the client’s home). Services must be community-based, meaning the provider must offer flexible service hours and appointments based on client need.

Strategies, interventions and materials must be culturally specific and readily accessible to the target population in their preferred language. Services shall be provided by clinically licensed staff. Services may include pre-licensed interns in addition to a paid FTE staff person to augment, but not replace, language capacity. Providers must ensure that each licensed staff and any pre-licensed interns have appropriate and regular supervision with a seasoned licensed supervisor.

Services shall provide comprehensive EPSDT billable mental health services, which shall include:

- Brokerage/Case Management to each client as needed;
- Collateral to each client as needed;
- Evaluation to each client as needed;
- Assessment and continual re-assessment to each client as needed;
- Plan Development and monitoring to each client as needed;
- Individual Therapy to each client as needed;
- Family Therapy to each client and family, as needed;
- Group Therapy offered on specific recurring topics; and
- Crisis Intervention to clients as needed.

b. Experience with Target Population Needs and Service Delivery Approach

BHCS expects providers to demonstrate their experience and knowledge of the target population. Awarded providers shall also demonstrate their ability to implement well-matched and thoughtful service delivery approaches.

c. Planned Organizational Infrastructure and Staffing

Services shall be provided by an organization that demonstrates thoughtful operations in terms of infrastructure, staffing and hiring. BHCS expects providers to have a clear understanding of staff roles and responsibilities. Additionally, providers must demonstrate their ability to maximize Medi-Cal billing in the particular program model.

d. Forming Partnerships and Collaboration

Providers must demonstrate the ability identify and collaborate with organizations that may act as a referral source to these Culturally and Linguistically Responsive Services. Additionally, providers must identify and collaborate with organizations to augment and complement the provider's mental health services, such as legal and advocacy services.

e. Ability to Track Data and Outcomes

Providers shall have the ability to track data and outcomes for the purpose of reporting and continuous quality improvement of services. Specifically, providers must have the ability to identify and address barriers to service delivery and track intervention success.

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 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: Zandra Washington
1900 Embarcadero Cove Suite 205 Oakland, CA 94606
E-Mail: zwashington@acbhcs.org

B. CALENDAR OF EVENTS

Event	Date/Location	
Request for Proposals (RFP) Issued	Friday November 9, 2012	
Bidder's Written Questions Due	Monday December 3, 2012 by 2:00 pm	
1 st Bidders' Conference	Monday December 10, 2012 3:00 pm to 5:00 pm	39155 Liberty Street, Pacific Room, Suite H800 Fremont
2 nd Bidders' Conference	Tuesday December 11, 2012 3:00 pm to 5:00 pm	1900 Embarcadero Cove, Suite 205 Wildcat Canyon Room Oakland
Addendum Issued	Monday December 17, 2012	
Proposals Due	Friday January 4, 2013 by 2:00 pm	
Review/Evaluation Period	Friday January 4, 2013 to Monday February 4, 2013	
Oral Interviews/Visits	Wednesday January 30 to Thursday January 31, 2013	
Award Recommendation Letters Issued	Week of February 4, 2013	
Board Agenda Date	March 12, 2013	
Contract Start Date	April 1, 2013	

Note: Award Recommendation, Board Agenda and Contract Start dates are approximate. Other dates are subject to change. 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. LOCAL AND SLEB PREFERENCE POINTS

1. Preference for Local Products and Vendors:

A five percent (5%) preference shall be granted to Alameda County products or Alameda County vendors on all sealed bids on contracts except with respect to those contracts which state law requires be granted to the lowest responsible bidder. An Alameda County vendor is a firm or dealer with fixed offices and having a street

address within the County for at least six (6) months prior to the issue date of this RFP; and which holds a valid business license issued by the County or a city within the County. Alameda County products are those which are grown, mined, fabricated, manufactured, processed or produced within the County. Locality must be maintained for the term of the contract. Evidence of locality shall be provided immediately upon request and at any time during the term of any contract that may be awarded to Contractor pursuant to this RFP.

2. Small and Emerging Locally Owned Business

A small business is as defined by the United States Small Business Administration. For this RFP, applicable industries include, but are not limited to, the following NAICS Code(s): 541990 as having no more than \$14,000,000 over the last three (3) years. An emerging business, as defined by the County, is one that has less than one-half (1/2) of the preceding amount and has been in business less than five (5) years. In order to participate herein, the small or emerging business must also satisfy the locality requirements and be certified by the County as a Small or Emerging, local business. A certification application package (consisting of Instructions and Application) has been attached hereto as Exhibit E and must be completed and returned by a qualifying contractor. To access the online (PDF) version of this application please go to: <http://www.acgov.org/auditor/sleb/forms/commonapp.pdf>.

A locally owned business, for purposes of satisfying the locality requirements of this provision, is a firm or dealer with fixed offices and having a street address within the County for at least six (6) months prior to the issue date of this RFP; and which holds a valid business license issued by the County or a city within the County.

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 the following provisions shall apply to this RFP:

- a. If Bidder is certified by the County as either a small and local or an emerging and local business, the County will provide a five percent (5%) bid preference, in addition to that set forth in paragraph 1., above, for a total bid preference of ten percent (10%). However, a bid preference cannot override a State law, which requires the granting of an award to the lowest responsible bidder.
- b. Bidders not meeting the small or emerging local business requirements set forth above do not qualify for a bid preference and must subcontract with one or more County certified small and/or emerging local businesses for at least twenty percent (20%) of Bidder's total bid amount in order to be considered for the contract award. SLEB subcontractors must be independently owned and operated from the prime contractor with no employees of either entity working for the other. Bidder, in its bid response, must submit written documentation evidencing a firm contractual commitment to meeting this minimum local participation requirement. Participation of a small and/or emerging local business must be maintained for the term of any contract resulting from this RFP. Evidence of participation shall be provided immediately upon request at any time during the term of such contract.
- c. The County reserves the right to waive these small/emerging local business participation requirements in this RFP, if the additional estimated cost to the County, which may result from inclusion of these requirements, exceeds five

percent (5%) of the total estimated contract amount or Ten Thousand Dollars (\$10,000), whichever is less.

- d. The following entities are exempt from the Small and Emerging Local Business (SLEB) requirements as described above and are not required to subcontract with a SLEB:
- i. Non-profit community based organizations (CBOs) that are providing services on behalf of the County directly to County clients/residents;
 - ii. Non-profit churches or non-profit religious organizations (NPO);
 - iii. Public schools; and universities; and
 - iv. Government agencies

Non-profits must provide proof of their tax exempt status. These are defined as organizations that are certified by the U.S. Internal Revenue Service as 501(c)3.

If additional information is needed regarding this requirement, please contact the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak Street, Room 249, Oakland, CA 94612 at Tel: (510) 891-5500, Fax: (510) 272-6502 or via E-mail at ACSLEBcompliance@acgov.org.

3. Subject to the requirements of the SLEB program and the criteria of each procurement process, the maximum bid evaluation preference points for being certified is ten percent (10%) [five percent (5%) local, and five percent (5%) certified]. Compliance with the SLEB program is required for architectural, landscape architectural, engineering, environmental, land surveying, and construction project management services projects, but no preference points are applied.

4. First Source Program:

The First Source Program has been developed to create a public/private partnership that links CalWORKs job seekers, unemployed and under employed County residents to sustainable employment through the County's relationships/connections with business, including contracts that have been awarded through the competitive process, and economic development activity in the County. Welfare reform policies and the new Workforce Investment Act require that the County do a better job of connecting historically disconnected potential workers to employers. The First Source program will allow the County to create and sustain these connections.

Vendors awarded contracts for goods and services in excess of One Hundred Thousand Dollars (\$100,000) as a result of any subsequently issued RFP are to allow Alameda County ten (10) working days to refer potential candidates to vendor to be considered by Vendor to fill any new or vacant positions that are necessary to fulfill their contractual obligations to the County, that Vendor has available during the life of the contract before advertising to the general public. Potential candidates referred by County to Vendor will be pre-screened, qualified applicants based on vendor specifications. Vendor agrees to use its best efforts to fill its employment vacancies with candidates referred by County, but the final decision of whether or not to offer employment, and the terms and conditions thereof, rest solely within the discretion of the Vendor.

Bidders are required to complete, sign and submit in their bid response, the First Source Agreement that has been attached hereto as Exhibit H, whereby they agree to notify the First Source Program of job openings prior to advertising elsewhere (ten day window) in the event that they are awarded a contract as a result of this RFP. Exhibit

H will be completed and signed by County upon contract award and made a part of the final contract document.

If compliance with the First Source Program will interfere with Contractor's pre-existing labor agreements, recruiting practices, or will otherwise obstruct the Contractor's ability to carry out the terms of the contract, the Contractor will provide to the County a written justification of non-compliance.

If additional information is needed regarding this requirement, please contact the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak Street, Room 249, Oakland, CA 94612 at Phone: 510. 891.5500, Fax: 510. 272.6502 or via E-mail at ACSLEBcompliance@acgov.org.

D. 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 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.

E. SUBMITTAL OF PROPOSALS/BIDS

1. All proposals must be received by BHCS **no later than 2:00 pm on the due date specified on the RFP cover and 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 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 proposals which clearly state Bidder and RFP names, specifying the Priority Program Category for which Bidder applying. Proposals should be double-sided printed proposals on plain white paper and include:
 - a. One original hard copy proposal in a three-ring binder, with original ink signatures. Original proposal is to be clearly marked.
 - The original proposal must include evidence that the person(s) that signed the proposal is/are authorized to execute the proposal on behalf of the Bidder.
 - 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 names, specifying the Priority Program Category for which Bidder is applying with the following saved on it in a single file:
 - An electronic copy of the proposal, saved with Bidder's name;
 - An electronic copy of the completed Exhibit B-1 Program Budget template, saved with the Bidder's name.

It is preferred that all proposals submitted shall be printed double-sided and on minimum thirty percent post-consumer recycled content paper.²

BHCS encourages Bidders to use the Fillable Forms Template for submittal of their proposals. If Bidder does not use the Fillable Forms Template to submit proposals, Bidder must include a Table of Contents and follow the below guidelines:

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 the RFP title, *EPSDT Expansion II. A RFP #13-03* in the header; and
- Include Bidder name and specify the Priority Program Category for which the Bidder is applying.

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

² Inability to comply with this recommendation will have no impact on the evaluation and scoring of proposals.

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 negotiations and 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 (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 at BHCS' sole discretion.

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 Addendum will be deemed incomplete and may be rejected.

1. **Title Page** Use the Fillable Forms Template to complete and submit the requested information in no more than one page.
2. **Cover Letter** Use the Fillable Forms Template to complete and submit the requested information in no more than one page.
 - Read and include a signed copy of **EXHIBIT A: BID ACKNOWLEDGEMENT**.
3. **Vendor Minimum Qualifications** Use the Fillable Forms Template to demonstrate how Bidder meets the following criteria in no more than one page per criterion.
 - a. Describe Bidder's experience providing services to children and youth for at least two years within the last five years.

- b. Describe Bidder's experience billing to Short-Doyle Medi-Cal for least for years within the last five years.
4. **Executive Summary** Use the Fillable Forms Template to complete and submit a synopsis of the highlights and benefits of Bidder's proposal in no more than one page.
5. **Organizational Capacity and Reference** Supply the following in the original proposal only:
- a. **Fiscal Management Capacity** Include a recent copy (within the last twelve months) of Bidder's Dun & Bradstreet Qualifier Report and include as **ATTACHMENT 1A**.
- Bidder's 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.
- 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 the Fillable Forms Template to complete and submit **EXHIBITS D1** and **D2** to provide three current and three former references that Bidder worked with on a similar project. The current and former references should be different. BHCS will check references for Bidders placed on the shortlist to ensure the information is correct and ask the references standard questions.
6. **Bidder Experience, Ability and Plan:** Use the Fillable Forms Template to complete and submit the following according to the page maximums.
- a. **Target Population and Program Design (Three pages maximum)**
- i. Provide an overview of the proposed program, including the following components:
- The characteristics of the targeted population including racial/ethnic and cultural characteristics and anticipated mental health issues;
 - Any unique characteristics of the immediate community that impact the clients and program implementation;
 - The proposed program design including:
 - Identification of the use of an evidence-based program or promising practice;
 - The proposed service delivery process and engagement through intake to discharge;
 - The average duration of services;
 - How Group Therapy will be provided in the program;
 - The number of unique clients that will be served per year and at any given time using the RFP funds;
 - The staffing configuration, specifying the role of licensed and non-licensed staff.
 - For Culturally and Linguistically Responsive Services include where office(s) will be located;
 - Bidder's plan to provide culturally responsive services to the target population;
 - If applicable and/or if required for the proposal, the language that Bidder will provide and Bidder's plan to provide services in language(s) other than English.
- b. **Experience with Target Population Needs and Service Delivery Approach (Two pages maximum)**

- i. Describe the Bidder's prior/current experience with the target population and any prior experience with the service delivery approach being proposed.
 - ii. Describe what Bidder has learned from prior experience with the population and/or service delivery approach and if/how that has modified the organization's practices.
 - c. **Planned Organizational Structure and Staffing** Include the following:
 - i. Bidder's current organizational chart, describing programs and linkages between the organization's current operating structure and the proposed program as **ATTACHMENT 2A** in **one page**.
 - ii. A second chart, describing linkages and oversight for the proposed program as **ATTACHMENT 2B** in **one page**.
 - iii. Bidder's staff roles and responsibilities who will work in the proposed program and:
 - **One-page** resumes for each currently employed staff, which will fill program roles and respective language capacity as **ATTACHMENT 3A**.
 - **One-page** job descriptions for each yet-to-be hired staff, which describe the necessary roles, respective language capacity, responsibilities and qualification requirements for each position as **ATTACHMENT 3B**.
 - iv. Bidder's staffing and supervisory infrastructure to manage and deliver the proposed program and plan to hire staff in **one page**.
 - v. Bidder's experience with Medi-Cal billing maximization strategies in **one page**.
 - d. **Forming Partnerships and Collaboration (Two pages maximum)**
 - i. Bidder's experience forming partnerships and/or collaborations, including challenges and solutions in forming and sustaining partnerships.
 - ii. How Bidder will connect with and/or engage parents, caregivers and families to ensure that client's service strategies or treatment plans are successful.
 - iii. Bidder's plan to collaborate with other relevant partners including names and purpose of organizations.
 - e. **Ability to Track Data and Outcomes (Two pages maximum)**
 - i. Describe Bidder's current data systems, including capacity and procedures for collecting, analyzing and reporting data.
 - Describe any specific outcomes that are tracked for programs similar to the one being bid.
 - Describe how data is used to improve performance and the organization's approach to quality improvement.
 - ii. Describe what data will be collected for the proposed program, and how it will be used to monitor and improve performance.
7. **Cost** Use the Fillable Forms Template to complete and submit the following:
- a. **EXHIBIT B-1: WORKBOOK** The budget must match the proposal and Implementation Schedule and Plan. See **EXHIBIT B-1: BUDGET WORKBOOK INSTRUCTIONS** in the fillable form packet for detailed instructions. Complete and submit all worksheets in the Workbook.
 - b. **Budget Narrative**
Bidder's budget narrative to explain the costs and calculations in the B-1 in **two pages**.
8. **Implementation Schedule and Plan (Three pages maximum)** Use the Fillable Forms Template to complete and submit the following:
- a. Bidder's Implementation Schedule and Plan from with activities, milestones, responsible persons and due dates in **two pages**.
 - b. Bidder's identification and strategies for mitigation of risks and barriers, which may adversely affect the program's implementation in **one page**.

Bidders must also complete the listed **EXHIBITS** using the Fillable Forms Template:

- **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.

G. EVALUATION CRITERIA/SELECTION COMMITTEE

All proposals that meet the Vendor 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 the RFP. 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.

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 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 (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 an oral interview and reference checks.

If the two-stage approach is used, Bidders that receive the highest preliminary scores and with at least 250 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 3:

Table 3

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 as defined in Tables 4 and 5:

Table 4

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

Table 5

Sub-Section	Evaluation Criteria	Weight
6. Bidder Experience, Ability and Plan	a. Target Population and Program Design³ <ul style="list-style-type: none"> • How thoughtful, thorough and realistic is Bidder's proposed program? • How well does the Bidder understand the target population's current and emerging needs? • How well developed is Bidder's program design? • How thorough, thoughtful and realistic is Bidder's plan to provide services in languages other than English as required in this RFP? 	25
	b. Experience with Target Population Needs and Service Delivery Approach <ul style="list-style-type: none"> • How well matched and relevant is Bidder's experience with the target population and service delivery approach to the RFP requirements? • How well does Bidder use learning from experiences to modify service delivery? 	15

³ Note if Bidder did not include all required components, full points cannot be allocated.

Sub-Section	Evaluation Criteria	Weight
	<p>c. Planned Organizational Infrastructure and Staffing</p> <ul style="list-style-type: none"> • How well matched and relevant is Bidder’s existing and planned organization structure to the RFP requirements? • How thoughtful and thorough is Bidder’s plan to hire staff to implement the RFP requirements? • How well matched and relevant are Bidder’s staff roles and supervisory infrastructure to the RFP requirements? • How well matched and relevant is Bidder’s experience with Medi-Cal billing maximization strategies to the RFP requirements? <p>d. Forming Partnerships and Collaboration</p> <ul style="list-style-type: none"> • How well matched and relevant is Bidder’s experience in forming partnerships and/or collaborations to the RFP requirements? • How organized and thoughtful is Bidder’s experience in identifying challenges and solutions in forming and sustaining partnerships? • How thorough, thoughtful and realistic is Bidder’s plan to connect with and engage parents, caregivers and families? • How well matched, relevant and realistic are the partners that Bidder plans to collaborate with the RFP requirements? <p>e. Ability to Track Data and Outcomes</p> <ul style="list-style-type: none"> • How thorough, thoughtful and relevant is Bidder’s current data systems? • How well does Bidder use data to improve performance and quality? • How thorough, thoughtful and relevant is Bidder’s plan to collect data to monitor the program in this RFP? 	<p style="text-align: center;">16</p> <p style="text-align: center;">10</p> <p style="text-align: center;">5</p>
7. Cost	<p>Cost Coefficient will use the following formula:</p> <ul style="list-style-type: none"> • Low bid divided by low bid x 5 x weight = points <ul style="list-style-type: none"> ◦ $\\$100,000 / \\$100,000 = 1 \times 5 \times \text{weight} = \text{points}$ • Low bid divided by second lowest bid x 5 x weight = points • Low bid divided by third lowest bid x 5 x weight = points • Low bid divided by fourth lowest bid x 5 x weight = points <p>b. Budget Narrative (based on 7. a. B-1)</p> <ul style="list-style-type: none"> • How accurately does the proposed budget (B-1) reflect the proposal (e.g. staffing, services and activities)? • How appropriate and realistic are the costs of the program? • How clear does the budget narrative explain the budget? 	<p style="text-align: center;">10</p> <p style="text-align: center;">5</p>
References	<p>How well does the Bidder’s references demonstrate the following:</p> <ul style="list-style-type: none"> • Performed the services as stated; • Highlight areas in which the Bidder did well; 	<p style="text-align: center;">2</p>

Sub-Section	Evaluation Criteria	Weight
	<ul style="list-style-type: none"> • Highlight areas in which the Bidder could have improved; • Rate 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 Alameda County's' work with the Bidder. 	
Oral Interview, if applicable	Criteria are created with the CSC/Evaluation Panel.	12
Preference Points, if applicable		% 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, 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 II.G. of this RFP.
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 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 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 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 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, 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 proposal 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(s) 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 (5th)** 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 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.
4. 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.
5. 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

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
Children and Youth	Individuals age zero to twenty-one
Client	The recipient of services; used interchangeably with beneficiary
Collateral Contacts	A service activity to a significant support person in a beneficiary's life with the intent of improving or maintaining the mental health status of the beneficiary
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
County	When capitalized, shall refer to the County of Alameda
Crisis Intervention	A service, lasting less than 24 hours, to or on behalf of a beneficiary for a condition that requires more timely response than a regularly scheduled visit
Culture	Refers to a group's pattern of communications, actions, customs, beliefs, values and institutions of racial, ethnic or social groups
Culturally 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
Evidence based practice	Evidence based practices are well-defined and have been demonstrated to be effective through multiple research studies
EPSDT	Early Periodic Screening Diagnosis Treatment (EPSDT)
Federal	Refers to United States Federal Government, its departments and/or agencies
Linguistically Responsiveness	Providing readily available, culturally appropriate oral and written language to Limited English Proficiency individuals through such means as bilingual, bicultural staff, trained medical interpreters and qualified translators
LEP	Limited English Proficiency
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
Medical Necessity	A service or treatment which is appropriate for a client's diagnosis, and which if not rendered, would adversely affect the patient's condition; Medi-Cal covers only medically necessary services
Mental Health Assessment	A service activity, which may include a clinical analysis of the history and current status of a beneficiary's mental, emotional, or behavioral disorder; relevant cultural issues and history; diagnosis; and the use of testing procedures
Mental Health Services	Individual, family or group therapies and interventions that are designed to provide reduction of mental disability and improvement or maintenance of functioning consistent with the goals of learning, development, independent living, and enhanced self-sufficiency

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
Proposal	Shall mean Bidder response to this RFP; used interchangeably 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 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
System Of Care	For the purposes of this RFP, SOC refers to Children's SOC, which is responsible for administering Alameda County Behavioral Health Care Services (BHCS) for children age zero to twenty-one
Therapy	A service activity, which is a therapeutic intervention that focuses primarily on symptom reduction as a means to improve functional impairments