



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
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COUNTY OF ALAMEDA BEHAVIORAL HEALTH CARE SERVICES (BHCS)

ADDENDUM No. 1

to

RFP No. 17-04 Older Adult Service Team

Specification Clarification/ Modification and Recap of the Networking/ Bidder's Conferences held on Tuesday March 7 and Wednesday March 8, 2017

This County of Alameda, General Services Agency (GSA), RFP/Q Addendum has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County's Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP/Q Addendum will also be posted on the GSA Contracting Opportunities website located at http://www.acgov.org/gsa/purchasing/bid_content/ContractOpportunities.jsp.

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The following Sections have been modified to read as shown below. Changes made to the original RFP document are in bold print and highlighted, and deletions made have a strike through.

CLARIFICATIONS & CORRECTIONS/CHANGES THAT PERTAIN TO...

I. RFP

- Section I. F. 3. Planned Staffing and Organizational Infrastructure, page 9:
Service Teams consist of multidisciplinary staff to provide case management, ~~supervision~~, triage, and medication support.
- Section II. E. Submittal of Proposals/ Bids, page 15: added the following language:
4. Any superfluous and unrequested material submitted with the bid will be removed and will not be viewed by the Evaluation Panel.
- Section 2. A. Glossary & Acronym List, pages 34-36: added the following:

Adult Service Team	Multidisciplinary team that provide services to adults, 18 and over, with serious mental illness who need case management and psychiatry services.
Serious Persistent Mental Illness (SPMI)	Includes significant functional impairment resulting in an inability to manage activities of daily living. The term also includes individuals who may be a high risk for harm to self or others. The chronic nature of the severe mental illness is often demonstrated by multiple lengthy hospital stays and may require frequent and varied mental health services, including on-going case management, crisis intervention and medication support, to avoid repeated acute hospitalizations.

RESPONSES TO BIDDERS QUESTIONS

General Questions:

Q1) What is the definition of an Adult Service Team?

A1) Please refer to Clarifications & Corrections above for the definition of Adult Service Team.

Q2) Is there a current provider that provides the services in this RFP?

A2) The Older Adult Service Team is a new service to be offered to OA in Alameda County.

Q3) Page, 9 #3, please clarify the meaning of supervision.

A3) The sentence has been modified and no longer includes supervision (see Clarifications & Corrections above).

OA Service Team Specific Questions:

Q4) Have you considered a regional approach vs. one provider for the county?

A4) Not at this time. BHCS is seeking one provider to provide county-wide services.

Q5) Are there any expectations regarding service location(s)?

A5) OA Service Team will provide services county-wide at a location convenient and accessible to clients.

Q6) What prompted the decision to post, and the timing of this RFP?

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- A6) Please refer to Section I. B. Background on pages 3 and 4. There has been an ongoing need for a Service Team specifically for OAs and the OA Service Team will address this service gap in the community.
- Q7) What outcomes does the County want for this population?
- A7) Please reference Section I. F. 5. Ability to Track Data and Outcomes pages 10 and 11 for program deliverables and objectives.
- Q8) What is the plan by County to have data inputted (e.g. For benchmark) in a county wide system?
- A8) Data should be entered as instructed by the County using the BHCS-approved electronic management and claiming system (currently InSyst) and other electronic data tracking systems. Bidders should also propose their plan for data collection and reporting as part of their bid.
- Q9) What is the program’s relationship to GART?
- A9) The OA Service Team is separate and distinct from GART. GART is not a service team.
- Q10) How this service (OA Service Team) fits with Fremont’s Mobile Mental Health Team?
- A10) The Older Adult Service Team will serve OA with Serious Persistent Mental Illness (SPMI). Severe and Persistent Mental Illness includes significant functional impairment resulting in an inability to manage activities of daily living. The term also includes individuals who may be a high risk for harm to self or others. The chronic nature of the severe mental illness is often demonstrated by multiple lengthy hospital stays and may require frequent and varied mental health services, including on-going case management, crisis intervention and medication support, to avoid repeated acute hospitalizations.

Target Population and Program Design Questions:

- Q11) Can Alameda County provide the geographic and ethnic distribution of this population of focus?
- A11) Below is data on OA receiving Adult Service Team from Fiscal Year 2015/2016
596 out of 3,059 clients were OAs
54% were female and 46% were male

Fiscal Year 2015/ 2016 Adult Service Team Data					
Region	Percent of OA Clients	Ethnic Groups	Percent of OA Clients	Language Group	Percent of OA Clients
North	42%	Alaska Native or American Indian	0%	Chinese	5%
Central	45%	Asian	11%	English	65%
South	5%	Black of African American	31%	Farsi	1%
East	2%	Hispanic or Latino	7%	Other	26%
Out of County	5%	Other/ Unknown	19%	Spanish	3%
		Pacific Islander	0%	Vietnamese	0%
		White	31%		

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Q12) Do the OA demographics match general county-wide SMI demographics?

A12) Please reference the table above. The data above is similar with Adults, ages 18-59, who received Adult Service team services in Fiscal Year 2015/2015. Additionally, around 21 percent of Adult Service Team services were billed by OAs and one in four OAs live below 200 percent of the Federal Poverty Level.

Q13) Which parts of the County have the most need?

A13) The OA Service Team will provide services to clients County wide. Based on the 2015 Adult Service Team data above, the majority of OA receiving Adult Service Team services were in North and Central County.

Q14) Are bilingual services needed? If so, which languages are most needed? Are translation/ interpretation costs reimbursable?

A14) Yes, bilingual services are needed. Services should be available in Alameda County's threshold languages – Spanish, Vietnamese, Cantonese, and Mandarin. Translation/ Interpretation costs are reimbursable up to the established rate cap.

Q15) Could the County please provide three client profiles that would most resemble the clients to be served by Older Adult Service Team described in this RFP?

A15) For additional information on clients to be served by the OA Service Team, please refer to Section I. F. 1. Understanding and Experience with Priority Population Needs, page 9. The priority population includes OAs with SPMI; Medi-Cal and/or Medicare eligible, clients should be eligible for payment of services through the County Mental Health Plan; meet medical and service necessity for Outpatient Level I services; and clients must be approved for services by a BHCS designated unit.

The awarded Contractor will prioritize referrals from subacute facilities such as Gladman Mental Health Rehabilitation Center and Villa Fairmont; Adult Service Teams; acute settings; and individuals with emerging SMI with high risk behaviors that require Level 1 care services. Individuals not included may be eligible on a case by case basis and approved by OA SOC.

Q16) The RFP states (p. 4), "BHCS currently contracts with seven agencies to provide Adult Service Teams with over twelve percent of utilizers ages 60 and over demonstrating a need for a Service Team designed specifically for OAs." Can the County please elaborate on the specific needs of OAs that have been noted as beyond what can be addressed by the Adult Service Teams?

A16) The OA Service Team will provide services to meet the specific needs of OAs with SPMI. Staffing, expertise, training, and services may differ from Adult Service Teams to better serve OAs. BHCS would like Bidders to describe their understanding of population needs, please refer to the RFP, Section I. E. Specific Requirements on pages 5-6, Section I. F. 1. Understanding and Experience with Priority Population Needs and Section I.F.2. Service Delivery Approach for more information.

Q17) In RFI 17-3 there is reference to an Older Adult Program FSP, is that the same or different population that will be served by this program? If different, please define. If they are different what are the expectations about how the awardees would interact?

A17) The OA FSP will provide a higher level of care with more intensive services, will have a different staffing ratio, and may also serve OA with SPMI who are homeless. BHCS expects the OA Service Team to work with the OA FSP similar to how Adult Service Teams interact with Adult FSP which the County will help facilitate once this contract is awarded.

Q18) Based on OAs currently being served, what level of service intensity is anticipated?

A18) Level I services.

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Q19) If data on service intensity is not available, what level of service intensity does BHCS want to provide?

A19) Bidders should propose the level of intensity they will provide based on their understanding of priority population.

Q20) Based on OAs currently being served, how long do you anticipate the average consumer will be served?

A20) There is no specific length of service included in the RFP. Clients are eligible for services as long as they meet medical necessity for Level I Services. Per page 9 of the RFP, "Duration of services shall be determined when the client no longer meets the level of service necessity for Level I Services and has been assessed as having achieved clinical stability and readiness for a lower level of care."

Q21) Is there an expectation of a goal for the clients of the program to "step-down" and what are the parameters of that?

A21) There are no current benchmarks for clients to "step-down" from services. Clients are eligible for services as long as they meet medical necessity.

Budget Related Questions:

Q22) Does the \$780,000 include leveraged Medi-Cal funds that can be billed for eligible services?

A22) Yes, the maximum contract amount of \$780,000 includes leveraged Medi-Cal funds.

Q23) Will contractor be required to bill Medicare?

A23) For Medi-Medi clients, agencies should bill Medicare first and then Medi-Cal, as a payor of last resort, for services not covered by Medicare. In addition, please reference Appendix C, #14 on page 45 for more information on requirements for billing Medicare.

Q24) How do we account for Other Health Coverage (OHC) ex. Medicare?

A24) Bidders can include any revenue from Medicare in the Revenue section of the Budget Template. This program will only serve Medi-Cal and/or Medicare eligible clients who meet medical necessity for specialty mental health.

Q25) The RFP states (p. 3), "If the successful Bidder is a current BHCS Medi-Cal contracted provider with established rates for the services in this RFP, those rates will be used for the new program award." Can the County please verify if there are any current contracts for the services in this RFP, and if so, which provider(s) have the contract(s) and what the rate(s) is/are?

A25) The OA Service Team is a new service to be offered specifically to OA in Alameda County, thus there are no current providers or rates. If a Bidder is currently contracted to provide outpatient services with BHCS, their current rates for services such as medication support will be applied to this new contract.

Q26) In our current Medi-Cal contract with adults we cannot bill for travel time, will that be different for this program?

A26) The same Medi-Cal billing requirements apply to this program. Travel time is not a separate billable service, however Bidders can include mileage reimbursement as part of their budget.

Q27) Does the program include client supportive expenditures?

A27) Not at this time. However, BHCS will notify the awarded Contractor should it become available.

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Q28) Start-up (1/12 of annual contract), does this includes actual cost reimbursement?

A28) Bidders can propose up to six months of startup which will reimbursed at actual cost. After the startup period, the awarded Contractor will be reimbursed based on a fee-for-service model. A cash advance request is subject to terms and conditions included in the County's Case Advance Policy.

http://www.acbhcs.org/providers/network/docs/Forms/Cash_Advance_Policy.pdf

Q29) Is a shorter start up period more competitive, weighted more favorable?

A29) Not necessarily. Startup periods should be realistic and well thought out and based on Bidder's experience, ability, etc.

SLEB and Submittal of Proposals:

Q30) Can you please elaborate on any SLEB participation requirements associated for non-SLEB organizations?

A30) The County is vitally interested in promoting Small, Local, Emerging Businesses (SLEBs). Preference points are awarded to Local Businesses (5%) and to certified SLEBs (5%) bidding as a prime. (10% total for Local and Certified), the County's SLEB program applies to this project. According to the SLEB program requirements, the following entities are exempt from the SLEB requirements and are not required to subcontract with a SLEB:

- non-profit community based organizations (CBO) that are providing services on behalf of the County directly to County clients/residents;
- non-profit churches or non-profit religious organizations (NPO);
- public schools; and universities; and
- government agencies.

However, even if your organization is exempt from SLEB, please note that you may be competing against SLEB-certified bidders that will receive the preference points. For this reason, in a competitive process, BHCS advises that it is in the interests of non-profit CBOs/NPOs to become certified.

Please use Exhibit D: Exceptions Clarifications and Amendments if you are taking any exception to items in the RFP. Please refer to this link for additional information: <http://www.acgov.org/auditor/sleb/overview.htm>

Q31) If you are not applying for SLEB status, how do you handle the form provided?

A31) Bidders who meet the exemption listed on A30 should check the second box on SLEB Partnering Information Sheet on page 36 of the Fillable Forms Template and state their exemption on the text field. If the Bidder is unable to meet the SLEB requirements, please use Exhibit D as mentioned on Q30.

Q32) Where is the letter of authorization to be attached in the submission?

A32) Please reference Section II. E. 2a. on page 15. "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. " If submitting a signed statement, please include as an attachment.

Q33) Are other attachments allowable and/or supportive of the scoring (letter of support, etc)?

A33) BHCS reserves the right to remove any superfluous and/or unrequested material included in a bid (see Clarifications & Corrections above).

Q34) Could you please provide additional information regarding the following prompt:

p.5 "BHCS shall disqualify any proposal submitted that subcontracts for clinical services within an organization that settles to cost for Medi-Cal services anywhere in California."

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Could you please provide an example/ scenario in which this would occur?

- A34) As an example: CBO 1 and CBO 2 both have Medi-Cal contracts. If CBO 1 submitted a bid to contract with CBO 2 to provide medication support services, this bid would be disqualified.**

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BIDDERS CONFERENCES

The following participants attended the Bidders Conferences:

	Company Name / Address	Representative	Contact Information
1.	Alameda County BHCS 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606	Rachel Garcia	Phone: (510) 383-1744 E-Mail: Rachel.Garcia2@acgov.org Prime Contractor: N/A Subcontractor: N/A Certified SLEB: N/A
2.	Alameda County BHCS 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606	Edilyn Dumapias	Phone: (510) 383-2873 E-Mail: Edilyn.Dumapias@acgov.org Prime Contractor: N/A Subcontractor: N/A Certified SLEB: N/A
3.	Alameda County BHCS 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606	Rickie M. Lopez	Phone: (510) 777-2111 E-Mail: Rickie.Lopez@acgov.org Prime Contractor: N/A Subcontractor: N/A Certified SLEB: N/A
4.	Alameda County BHCS 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606	Michiko M. Ronné	Phone: (510) 383-2874 E-Mail: Michiko.Ronne@acgov.org Prime Contractor: N/A Subcontractor: N/A Certified SLEB: N/A
5.	Alameda County BHCS 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606	Michael Kessler	Phone: (510) 567-8128 E-Mail: Michael.Kessler@acgov.org Prime Contractor: N/A Subcontractor: N/A Certified SLEB: N/A
6.	BACS 629 Oakland Ave Oakland, CA 94611	Ben Blake	Phone: (510) 527-2097 E-Mail: bblake@bayareacs.org Prime Contractor: Subcontractor: Certified SLEB: Yes
7.	Bonita House 6333 Telegraph Ave, Suite 102 Oakland, CA 94618	Leslie Taylor	Phone: (510) 923-0180 E-Mail: leslie@bonitahouse.org Prime Contractor: Yes Subcontractor: Certified SLEB: Yes
8.	Bonita House 6333 Telegraph Ave, Suite 102 Oakland, CA 94618	Nancy Calhoun	Phone: (510) 923-0180 E-Mail: nancy@bonitahouse.org Prime Contractor: Yes

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	Company Name / Address	Representative	Contact Information
			Subcontractor:
			Certified SLEB: Yes
9.	BACS 629 Oakland Ave Oakland, CA 94611	Jovan Yglecias	Phone: 510-915-7662
			E-Mail: yglescias@bayareacs.org
			Prime Contractor:
			Subcontractor:
			Certified SLEB: Yes
10.	Caminar 2600 S El Camino Rd, Ste 200 San Mateo, CA 9440	Maryanne McGlothlin	Phone: 650-543-5423
			E-Mail: mmcglathlin@caminar.org
			Prime Contractor:
			Subcontractor:
			Certified SLEB:
11.	BACS 629 Oakland Ave Oakland, CA 94611	Howard Chi	Phone: 510-318-0330
			E-Mail: hchi@bayareacs.org
			Prime Contractor:
			Subcontractor:
			Certified SLEB:
12.	Telecare 280 17 th St Oakland, CA 94601	Bob McCreery	Phone: 510-238-5020
			E-Mail: bmccreery@telecarecorp.com
			Prime Contractor:
			Subcontractor:
			Certified SLEB:
13.	BACS 629 Oakland Ave Oakland, CA 94611	Jamie Almanza	Phone: 510-415-4672
			E-Mail: jalmanza@bayareacs.org
			Prime Contractor:
			Subcontractor:
			Certified SLEB:
14.	Caminar 2600 S El Camino Rd, Ste 200 San Mateo, CA 9440	Chris Kughn	Phone: 415-261-7512
			E-Mail: ckughn@caminar.org
			Prime Contractor:
			Subcontractor:
			Certified SLEB:
10.	Telecare 280 17 th St Oakland, CA 94601	Samantha Fitzsimmons	Phone: 510-337-7950
			E-Mail: sfitzsimmons@telecarecorp.com
			Prime Contractor:
			Subcontractor:
			Certified SLEB: No
11.	BACS 629 Oakland Ave	Nora Daly	Phone: 510-388-7772
			E-Mail: ndaly@bayareacs.org

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	Company Name / Address	Representative	Contact Information
	Oakland, CA 94611		Prime Contractor: Subcontractor: Certified SLEB:
12.	Telecare 280 17th St Oakland, CA 94601	Shelagh Little	Phone: 510-769-4188 E-Mail: slittle@telecarecorp.com Prime Contractor: Subcontractor: Certified SLEB:
13.	Felton Institute 1500 Franklin St San Francisco, CA 94118	Cathy Spensley	Phone: 415-474-7310 E-Mail: cspensley@felton.org Prime Contractor: Subcontractor: Certified SLEB:
14.	Hume Center 1333 Willow Pass Rd Concord, CA 94520	John Hazen	Phone: 510-566-7602 E-Mail: jellhazen@gmail.com Prime Contractor: Subcontractor: Certified SLEB:
15.	Telecare 280 17th St Oakland, CA 94601	Leslie Kaplan	Phone: E-Mail: lkaplan@telecarecorp.com Prime Contractor: Subcontractor: Certified SLEB:
16.	City of Fremont 3300 Capitol Ave Fremont, CA 94578	Karen Grimsch	Phone: 510-574-2062 E-Mail: kgrimsch@fremont.gov Prime Contractor: Subcontractor: Certified SLEB:
17.	East Bay Community Recovery Project 2579 San Pablo Ave Oakland, CA 94612	Genny Price	Phone: 415-342-0200 E-Mail: gprice@ebcrp.org Prime Contractor: Subcontractor: Certified SLEB:
18.	City of Hayward 777 B Street Hayward, CA 94541	Dana Bailey	Phone: 510-583-4252 E-Mail: dana.bailey@hayward-ca.gov Prime Contractor: Subcontractor: Certified SLEB:
19.	Hume Center 1333 Willow Pass Rd	Joty Sikand	Phone: 510-304-3643 E-Mail: jsikand@humecenter.org

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	Company Name / Address	Representative	Contact Information
	Concord, CA 94520		Prime Contractor: Subcontractor: Certified SLEB: