



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
CAROL F. BURTON, MSW, INTERIM, DIRECTOR

Network Office
1900 Embarcadero Cove, Suite 205
Oakland, California 94606
510. 567.8296

**ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES (BHCS)
REQUEST FOR PROPOSAL (RFP) 18-03
SPECIFICATIONS, TERMS & CONDITIONS
FOR
TRAINING AND TA ON ACCURATE DIAGNOSIS AND APPROPRIATE MEDICATION
TREATMENT AND HEALING PRACTICES FOR AFRICAN AMERICANS**

INFORMATIONAL MEETING/ BIDDERS' CONFERENCES

Date	Time	Location
Monday June 18th, 2018	1:30 pm - 3:30 pm	Alameda County Public Works Agency 951 Turner Ct, Hayward (Conference Room 230 ABC)
Wednesday June 20th, 2018	9:30 am – 11:30 am	Alameda County Behavioral Health Care Services Agency 1900 Embarcadero Cove, Suite 205, Oakland (Wildcat Room)

PROPOSALS DUE
by 2:00 pm on Thursday, July 12th, 2018
to
RFP 18-03 c/o Fonda Houston
1900 Embarcadero Cove Suite 205
Oakland, CA 94606
Proposals received after this date/time will NOT be accepted
Contact: Fonda Houston
Email: Fonda.Houston@acgov.org Phone: 510-777-2143

TABLE OF CONTENTS

	Page
I. STATEMENT OF WORK	3
A. INTENT	3
B. BACKGROUND	3
C. SCOPE/PURPOSE	5
D. BIDDER MINIMUM QUALIFICATIONS.....	6
E. SPECIFIC REQUIREMENTS	6
F. BIDDER EXPERIENCE, ABILITY AND PLAN.....	7
II. INSTRUCTIONS TO BIDDERS	10
A. COUNTY CONTACTS	10
B. CALENDAR OF EVENTS	11
C. SMALL LOCAL EMERGING BUSINESS (SLEB) PREFERENCE POINTS	11
D. BIDDERS' CONFERENCES	12
E. SUBMITTAL OF PROPOSALS/BIDS	12
F. RESPONSE FORMAT/PROPOSAL RESPONSES.....	15
Table 1	16
G. EVALUATION CRITERIA/SELECTION COMMITTEE	22
Table 2.....	23
Table 3.....	24
H. EVALUATION AND ASSESSMENT	31
I. AWARD	31
J. PRICING	32
K. INVOICING	32
L. NOTICE OF AWARD	32
M. TERM/TERMINATION/RENEWAL.....	33
III. APPENDICES	34
A. GLOSSARY & ACRONYM LIST.....	34
B. ATTACHMENT 1: EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE	38

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 developing Training and Technical Assistance (TA) on accurate diagnosis and appropriate medication and healing practices specifically designed for Alameda County African American residents. Practitioners and medication prescribers who treat African Americans for mental health issues are the target audience of the curriculum and trainings.

BHCS intends to award one contract to the bidder selected as the most responsible bidder whose response conforms to the Request for Proposal (RFP) and meets the County requirements. At this time, **\$334,581** per contract year for this project has been allocated by BHCS through the Mental Health Services Act (MHSA) and Community Service and Supports (CSS).

While there is ongoing funding for these services, there will be no additional funding approved for this program in the current procurement process.

The contract that results from this RFP process will be prorated for the fiscal year at the contract start date.

Proposals shall form the basis for any subsequent awarded contract. Staffing levels and operating costs must accurately reflect the Bidder's costs for the program. **BHCS reserves the right to dissolve a contract if/when awarded Contractor materially alters staff, budgets, deliverables and outcomes any time after the contract award.**

The County is not obligated to award any contract as a result of this RFP process. The County may, but is not obligated to, renew any awarded contract. Any renewal of an awarded contract shall be contingent on the availability of funds, awarded Contractor's performance, and continued prioritization of the activities and priority populations as defined and determined by BHCS.

BHCS intends to award one contract totaling **\$334,581** per contract year.

B. BACKGROUND

Across the United States, African American consumers with serious mental health conditions are often wrongly diagnosed and treated in the criminal justice system. They are overrepresented in the most restrictive treatment settings, often receiving inappropriate

mental health diagnoses, and are labeled with mental health conditions that are much more severe than indicated.¹

In Alameda County, there is a gap in the capacity of current service providers to address the needs of African Americans in a culturally responsive and culturally specific manner. The African American Utilization Report² indicated the discrepancies in mental health and substance abuse services for Alameda County's African American community. The report made recommendations for system transformation to effectively serve all ethnicities appropriately, including:

- Ensuring providers receive culturally relevant training on differential diagnosis;
- Training providers on how to address co-occurring conditions;
- Promoting the use of clarifying assessments, community-based consultations, collaboration with other prescribers to obtain age-specific and appropriate outcomes; and
- Utilizing best interventions for trauma practice.

Landmark medical cases such as the Tuskegee experiment, antebellum period experiments, and other government sponsored medical experiments conducted on African Americans are examples of historical racism and abuse towards African Americans in healthcare settings live in the collective memory of the African American community.³ Providers need to understand the impact of multigenerational trauma on this community, the “psychological and emotional consequences of the trauma experience that are transmitted to subsequent generations through physiological, environmental, and social pathways resulting in an intergenerational cycle of trauma response.”⁴ African Americans face economic injustice, increased likelihood of being incarcerated, and higher mortality rates from disease; these and other factors combined with a shortage of African American behavioral health providers result in a lack of trust by African American consumers when seeking out or when required to receive treatment for psychiatric and/or medical care.

The Department of Health and Human Services (DHHS) publication “Mental Health: Culture, Race, and Ethnicity Report of the Surgeon General”, 2001, identified “ample documentation that African American clients are over diagnosed with schizophrenia, underdiagnosed with bipolar disorder, depression, and possibly anxiety.” The same publication also identified that “African Americans (and Asians) are, on average, more likely than whites to be slow metabolizers of several medications for psychosis and depression. Prescribers who are unaware of these differences may inadvertently prescribe doses that are too high for African American clients by giving them the dose normally prescribed for whites; leading to more medication side effects, non-adherence, and risk of long-term side effects.”⁵

¹ Alameda County Behavioral Health Care Services, Winter 2011

² Idem

³ Gamble, 1997

⁴ Sotero, 2006, p.95

⁵ USDHHS, 2001, Ch. 2, pg. 37

In addition to providing culturally specific and culturally responsive services for African American clients, prescribers must also understand how to use age-appropriate tools when prescribing medications (e.g. The American Geriatric Society BEERS criteria, a list of potentially inappropriate medication for the elderly). Cultural competence presumes one's mastery of a body of knowledge, culture, values, social and ethnic perceptions. BHCS prefers the notion of cultural humility that incorporates a lifelong commitment of self-evaluation and critique of systems to identify ways to improve it.

The work of the African American Steering Committee and the feedback provided by community members and family members through a Request for Information process in December 2017 summarized the need in Alameda County as follows:

- Training for clinicians to reduce misdiagnosis;
- Ensuring experts are accurately evaluating clients;
- Encouraging more engagement with providers and family;
- Addressing the need to incorporate traditional practices along with Western medicine;
- Giving proper explanation of medication (risks vs. rewards);
- Demystifying the DSM-V;
- Addressing systems of racism, bias of mental health staff; and
- Utilizing culturally specific screening and assessment tools.

C. SCOPE/PURPOSE

The overarching goal of the Training and TA for African Americans program is to ensure African American consumers receive accurate diagnosis and appropriate treatment for mental health conditions. The Training and TA program will engage medication prescribers and assessment staff and provide them with the education and tools needed to provide appropriate care for the priority population.

The Training and TA program will assist mental health providers in:

- Accurate diagnosis, treatment, and healing practices for African American communities;
- Providing technical assistance and support to mental health providers in better serving African American communities;
- Recognizing racial bias and the impact on diagnostic and treatment decisions for African Americans across the age span;
- Increasing understanding of differential medication prescription of African Americans across the age span;
- Determining dosage needs and managing side effects specifically as the client ages;
- Understanding the role of culture in symptom presentation, expression, and alternative healing practices;
- Recognizing and working with strengths and protective factors; and

- Collaborating with physical health care and substance abuse treatment providers to address co-occurring conditions as the client ages.

D. BIDDER MINIMUM QUALIFICATIONS

To be eligible to participate in this RFP, Bidders must successfully demonstrate in their proposal how they meet the following Bidder Minimum Qualifications:

- Bidder must demonstrate familiarity with landmark medical cases, and the impact of multigenerational trauma on the African American community;
- Bidder must have a demonstrated understanding of African American experiences around mental health issues, as demonstrated by the following
 - Samples of completed work,
 - Abstracts of prior work, and/or
 - Biographical background demonstrating experience.
- Bidder must have a psychiatrist either as salaried staff or as contracted professional; and
- Bidder must have at least two years' experience providing trainings and developing curriculum on culturally congruent practices and/or appropriate medication within the last five years.

Bidders must provide a brief description in their bid how they meet the Bidder Minimum Qualifications.

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

Bidders are eligible to participate in the RFP process if they meet the *Bidder Minimum Qualifications*. BHCS will disqualify proposals that do not demonstrate that Bidder meets the specified *Bidder Minimum Qualifications*, and these disqualified proposals will **not** be evaluated by the Evaluation Panel and will **not** be eligible for contract award under this RFP. BHCS has the right to accept all or part of the proposed program model at its discretion.

E. SPECIFIC REQUIREMENTS

The scope of work for awarded contracts from this RFP will include conformance with all of the following throughout the program period, as needed:

- Recruit, hire and retain qualified staff;
- Develop and implement continuous training and quality improvement on cultural responsiveness;

- Provision of services that are age appropriate, culturally responsive and strength based to address the needs of the priority population;
- Services must be designed, implemented and promoted using strategies that are non-stigmatizing and non-discriminatory;
- Regularly track and report data using BHCS approved method;
- Collaborate with BHCS in sponsoring Continuing Medical Education (CMEs) in year 2; and
- Complete other trainings as required or requested by the County.

F. BIDDER EXPERIENCE, ABILITY AND PLAN

1. *Understanding and Experience with Priority Population Needs*

The priority population for this RFP includes individuals residing in Alameda County who identify as African American. Successful Bidders will demonstrate knowledge, experience and understanding of the needs, issues and challenges faced by this priority population in order to effectively develop and implement a training curriculum that promotes positive client outcomes.

Bidders must include:

- Strategies and demonstrated practice approach for working with African Americans, and
- Three or more of the following:
 - Letter(s) of Support highlighting experience in this capacity and
 - Samples of completed work, and/or
 - Abstracts of prior work, and
 - Biographical background demonstrating experience.

Bidders shall describe in their proposals how they have the cultural humility required to ultimately and successfully serve the priority population. This humility spans not just race/ethnicity but should include an understanding of and ability to reflect clients' shared experience, existing and emerging community and organizational strengths, and the unique experiences of community members as it relates to gender and sexual orientation, race, age, exposure to trauma, mental health status, socioeconomic status, and other risk and protective factors.

2. *Training Delivery Approach*

Engagement

For this RFP, engagement refers to the process of marketing and advertising the trainings, with the goal of maximizing attendance at trainings. Engagement activities include contacting and encouraging current in network BHCS providers who treat African Americans to attend trainings.

Educational Training

The awarded Contractor will:

- Develop a curriculum or provide a detailed plan of training, content, course materials, curriculum, and timelines (including proposed number of trainings and hours per training);
- Hire staff with credentials demonstrating content expertise;
- Actively promote program trainings in at least five widely distributed and easily accessible community-based sources, including newsletters, brochures, directories, newspapers, web-sites, etc.;
- Provide at least three half-day training sessions during the first year of the contract (training sessions are to be increased during the second and proceeding award year(s)). See below for suggested topics/themes;
- Provide a detailed plan for course evaluation and issuing of CMEs. **There is no requirement that bidders be accredited to certify CMEs;** and
- Propose methods for delivering ongoing technical assistance to providers who have completed the training.

Suggested Topics/Themes:

- Stigma around mental health problems in the African American community that can lead to delaying or terminating treatment and seeking care in primary care settings.⁶
- Over-prescribing, or under-prescribing of medications; incorrect dosages; failure to address side effects.⁷
- The historical trauma of African Americans.
- Health disparities that impact the African American communities.
- Misdiagnoses by providers.
- Bias and racial stereotype related issues.
- Barriers to accessing mental health services.
- Knowledge of community holistic interventions such as spirituality, family, and community support.
- How to provide culturally competent, congruent, and humble services.

3. Planned Staffing

Bids must include the following required positions in their proposed staffing (at least one each):

- Psychiatrist;
- Psychiatric Nurse Practitioner; and
- Program Assistant.

All staff should have credentials demonstrating content expertise and/or experience developing and delivering trainings.

⁶ USDHHS, 2001

⁷ Idem

Bidders shall demonstrate their current and planned organizational infrastructure to successfully complete the required trainings and activities. Trainings shall be provided by an organization with sound and appropriate business operations in terms of capacity, infrastructure, staffing and/or hiring. Appropriate infrastructure, staffing and hiring includes:

- Plan for training, supervising and supporting staff;
- Organizational capacity to provide culturally informed trainings; and
- Organizational capacity to report on training deliverables.

BHCS will contract with only one agency to provide this service for this priority population. Bidders that intend to partner or sub-contract⁸ with other service provider/s to provide trainings shall provide rationale and describe how collaboration will enhance this RFP's goals.

4. Ability to Track Data

The awarded Contractor shall track the following data and deliverables for the purpose of reporting and for continuous quality improvement of trainings:

- Number and content of trainings; and
- Number, name and title of participants at each training, including number of repeat attendees.

The use of a BHCS developed course survey may be required. The awarded Contractor will conduct evaluations and report results on an annual basis, using a BHCS provided template. In their bids, bidders shall describe their plan for evaluation, data tracking and collection, and reporting.

BHCS reserves the right to determine and to evaluate program measures and outcomes and work with the awarded Contractor to alter their program and outcome measures in subsequent years. BHCS will work with the awarded Contractor to evaluate the impact of training on clients receiving medication services.

⁸ The awarded Contractor will be responsible to the County for all contract deliverables.

II. INSTRUCTIONS TO BIDDERS

A. COUNTY CONTACTS

All contact during the competitive RFP process shall be through the RFP contact, only.

The BHCS website <http://www.acbhcs.org/Docs/docs.htm#RFP> and the General Services Agency (GSA) website https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp are the official notification and posting places for this RFP and any Addenda.

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

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

Fonda Houston
1900 Embarcadero Cove, Suite 205
Oakland, CA 94606
Email: Fonda.Houston@acgov.org

B. CALENDAR OF EVENTS

Event	Date/Location	
Request for Proposals (RFP) Issued	Thursday, May 31 st , 2018	
Bidder's Written Questions Due	By 5:00 pm on the day of 2 nd Bidder's Conference – BHCS strongly encourages Bidders to submit written questions earlier.	
1 st Bidders' Conference	Monday June 18 th , 2018	1:30 pm - 3:30 pm Public Works Agency 951 Turner Ct, Hayward (Conference Room 230 ABC)
2 nd Bidders' Conference	Wednesday June 20 th , 2018	9:30 am - 11:30 am 1900 Embarcadero Cove, Suite 205, Oakland (Wildcat Canyon Room)
Addendum Issued	Wednesday, June 27 th , 2018	
Proposals Due	Thursday, July 12th, 2018 by 2:00 PM	
Review/Evaluation Period	July 12 th , 2018 – August 2 nd , 2018	
Oral Interviews (as needed)	Thursday, August 2 nd , 2018, 1:00-5:00pm	
Award Recommendation Letters Issued	Week of August 6 th , 2018	
Board Agenda Date	September 2018	
Contract Start Date	October 1 st , 2018	

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

C. SMALL LOCAL EMERGING BUSINESS (SLEB) PREFERENCE POINTS

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

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

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

For purposes of this proposal, applicable industries include, but are not limited to, the following North American Industry Classification System (NAICS) Code: 611430.

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

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

D. BIDDERS' CONFERENCES

BHCS strongly recommends that Bidders thoroughly read the RFP prior to attending any Bidders' Conferences. BHCS shall hold two Bidders' Conferences. Bidders' Conferences shall:

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

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

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

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

E. SUBMITTAL OF PROPOSALS/BIDS

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

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

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

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

The County requests that all proposals submitted shall be printed double-sided and on minimum thirty percent post-consumer recycled content paper.⁹

Bidders shall ensure that proposals are:

- Single spaced
- 11-point Arial font
- No more than 25 pages
- Maximum 1 inch margins

3. **The County will not consider telegraphic, electronic or facsimile proposals.**
4. Bidder agrees and acknowledges all RFP specifications, terms and conditions and indicates ability to perform by submission of proposal.
5. Submitted proposals shall be valid for a minimum period of eighteen months.

⁹ Inability to comply with this recommendation will have no impact on the evaluation and scoring of proposals.

6. All costs required for the preparation and submission of a proposal shall be borne by Bidder.
7. Proprietary or Confidential Information: No part of any proposal response is to be marked as confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. County shall not be liable in any way for disclosure of any such records. Additionally, all proposals shall become the property of County. County reserves the right to make use of any information or ideas contained in submitted proposals. This provision is not intended to require the disclosure of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, et seq.) or of “trade secrets” protected by the Uniform Trade Secrets Act (Civil Code Section 3426, et seq.).
8. All other information regarding proposals shall be held as confidential until such time as the CSC/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 calendar 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.
9. 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.
10. California Government Code Section 4552: In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the bidder.
11. Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. It may also be considered fraud and the Contractor may be subject to criminal prosecution.

12. The undersigned Bidder certifies that it is, at the time of bidding, and shall be throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
13. The undersigned Bidder certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).
14. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

F. RESPONSE FORMAT/PROPOSAL RESPONSES

Bidders shall use MS Word to address and complete your proposals. The person(s) administering the competitive process will review each proposal for completeness against the RFP requirements and ensure that responses conform to a **total page maximum of twenty-five (25)**. Bidders cannot submit non-material documents after the proposal due date, in order to complete their proposal. Proposals with any missing items of submittals as outlined in the RFP and any Addenda shall be deemed incomplete and may be rejected.

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

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

Table 1

Section	Instructions	Page Max.
1. TITLE PAGE	Use MS Word to complete and submit the following information: <ul style="list-style-type: none"> • Bidder Organization Name; • Bidder Organization’s Headquarter Address; • Name of Executive Director or Equivalent including title, phone number, and email; and • Name of Contact Person including title, phone number, and email. 	1
2. EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE	Review, complete, and submit the requested information included as Attachment 1: Exhibit A Bidder Information and Acceptance form with your bid.	N/A
3. LETTER OF TRANSMITTAL/EXECUTIVE SUMMARY	Use MS Word to complete and submit a synopsis of the highlights and benefits of each proposal.	1
4. BIDDER MINIMUM QUALIFICATIONS	Use MS Word to describe and demonstrate how Bidder meets all of the criteria.	5
	a. Demonstrate a familiarity with landmark medical cases, and the impact on multigenerational trauma on the African American community.	
	b. Have a demonstrated understanding of African American experiences around mental health issues. Bidder must submit three (3) or more of the following; <ul style="list-style-type: none"> • Sample of completed work and/or • Abstracts of prior work, and/or • Biographical Information. 	
	c. Have a psychiatrist either as salaried staff or contracted professional.	
	d. Have at least two years’ experience providing trainings and developing curriculum on culturally congruent practices and/or appropriate medication within the last five years.	

<p>5. BIDDER REFERENCES</p>	<p>References Provide three current and three former references that Bidder worked with on a similar scope, volume and requirements to those outlined in this RFP. Bidders must verify that the contact information for all references provided is current and valid. Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference. The County may contact some or all of the references provided in order to determine Bidder’s performance record on work similar to that described in this request. The County reserves the right to contact references other than those provided in the proposal and to use the information gained from them in the evaluation process.</p> <p>Do not include BHCS staff as references. Provide a list of <u>six (6)</u> references, please provide the following;</p> <ul style="list-style-type: none"> • Company Name • Reference Name • Address • Phone number • E-mail address • Services Provided/Date(s) of Service 	<p>2</p>
<p>6. BIDDER EXPERIENCE, ABILITY AND PLAN</p>	<p>Describe, in detail, Bidder’s Understanding and Experience with the Priority Population Needs, including:</p> <p>i. Demonstrate Bidder’s cultural understanding of the priority population, including:</p> <ol style="list-style-type: none"> 1. Risk factors and barriers; 2. Strengths and protective factors; 3. Internal and external stigma and challenges with accessing and engaging in preventative mental health services; 4. The impact of cultural and racial dynamics that might affect the delivery of care to the priority population; and 5. Strategies and demonstrated practice approach for working with African Americans. 	<p>N/A</p> <p>3</p>

	<p>ii. Describe Bidder’s experience working with the priority population addressed in this RFP, including:</p> <ol style="list-style-type: none"> 1. Experience addressing challenges with assessment and medication management for the priority population and how these challenges have been managed with providers; 2. Experience with training providers to approach clinical work from a strength based perspective which acknowledges and deepens existing protective factors; 3. Proposed strategies to identify and build on existing protective factors; and 4. Letter(s) of Support highlighting experience in this capacity. 	3
	<p>iii. Describe Bidder’s plan to provide specific marketing of the training to medication prescribers and practitioners to increase training attendance and participation including:</p> <ol style="list-style-type: none"> 1. Specific strategies to engage, enroll and retain existing BHCS providers; and 2. Promote trainings in at least five widely distributed and easily accessible community-based sources. 	1
	<p>iv. Describe Bidder’s plan to develop the culturally responsive curriculum to address topics identified in the RFP including:</p> <ul style="list-style-type: none"> • <i>Stigma around mental health problems in the African American community that can lead to delaying or terminating treatment and seeking care in primary care settings.¹⁰</i> • <i>Over-prescribing, or under-prescribing of medications; incorrect dosages; failure to address side effects.¹¹</i> • <i>The historical trauma of African Americans.</i> • <i>Health disparities that impact the African American communities.</i> 	4

¹⁰ USDHHS, 2001

¹¹ Idem

	<ul style="list-style-type: none"> • <i>Misdiagnosis by providers.</i> • <i>Bias, and racial stereotype related issues.</i> • <i>Understanding barriers to accessing mental health services.</i> • <i>Knowledge of community holistic interventions such as spiritual, family, and community support.</i> • <i>Providing culturally competent, congruent, and humility services.</i> <ol style="list-style-type: none"> 1. Please list each topic and a summary of the content. <ol style="list-style-type: none"> a. Include in your response how your proposed training curriculum will enhance the understanding and skills of prescribers and practitioners. b. Articulate your sources for developing the curriculum content. 2. How will you solicit feedback from the attendees and incorporate it into future trainings? 3. How will you design the curriculum to be accessible for all learning styles? 4. Describe a detailed plan for course evaluation and issuing of Continuing Medical Education activities (CMEs); and 5. Describe how you will evaluate the effectiveness of the proposed trainings, including a proposed plan for course evaluation. 	
	<p>v. Describe, in detail, Bidder’s Planned Staffing and Organization Infrastructure, including the required three positions, Psychiatrist, Psychiatric Nurse Practitioner and Program Assistant:</p> <ol style="list-style-type: none"> 1. Who will be the lead trainer and what is their background? 2. Describe the roles and responsibilities of the staff involved in this project including plan for training, supervising and supporting staff. <ol style="list-style-type: none"> a. Who will oversee the staff involved in this project and how will staff be supported? 3. Describe how staff will reflect the priority population. 4. If Bidder intends to partner or sub-contract with other service provider/s, provide rationale and describe how collaboration will enhance this RFP’s goals. 	<p>1</p>

	<p>vi. Describe, in detail, Bidder’s Experience and Plan to Track Data and Deliverables, including Bidder’s plan for collecting data specified in this RFP and tracking deliverables for quality improvement, specific to the following:</p> <ol style="list-style-type: none"> 1. Proposed annual number of trainings conducted. Provide rationale for proposed measures; 2. Experience with and/or capacity utilizing data collection; 3. Capacity to report training deliverables; and 4. Methods for achieving quality improvement. 	1
7. COST	Budget and Budget Narrative	
	<p>Budget</p> <ol style="list-style-type: none"> a. Cost-Coefficient – Bidder does not need to submit anything additional for this. b. Complete and submit one BUDGET WORKBOOK (saved in MS Excel). <p>See Budget Instructions tab. Complete and submit all worksheets in the Workbook.</p>	
	<ol style="list-style-type: none"> c. Bidder’s detailed Budget Narrative to explain the costs and calculations in the Budget Instructions tab. <ol style="list-style-type: none"> i. Bidder’s narrative on how the proposed program budget is aligned with the requirements of this RFP taking into account how calculations were made on the following and explanation on any variances in costs: <ol style="list-style-type: none"> 1. Required Staffing 2. Salaries and Benefits 3. Operating Expenses 4. Administrative and/or Indirect Costs 	1

<p>8. IMPLEMENTATION SCHEDULE AND PLAN</p>	<ul style="list-style-type: none"> • Bidder’s Implementation Schedule and Plan with responsible persons, milestones and due dates around the following activities: <ul style="list-style-type: none"> ○ Staff hiring, training, and supervision ○ Curriculum and training plan development; ○ Program engagement; ○ Provision of training sessions; and ○ Program evaluation <p>Identify who will oversee the implementation of the program in the first year.</p>	<p>1</p>
	<p>Bidder’s identification and strategies for mitigation of risks and barriers, which may adversely affect the program’s implementation.</p>	<p>1</p>
<p>EXHIBITS</p>	<p>EXHIBIT C: INSURANCE REQUIREMENTS</p>	<p>N/A</p>
	<p>EXHIBIT D: EXCEPTIONS, CLARIFICATIONS AND AMENDMENTS</p>	

G. EVALUATION CRITERIA/SELECTION COMMITTEE

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis (Bidder Minimum Qualifications, Completeness of Response, Conformance to Page Limitations, and Debarment and Suspension) shall be evaluated by the CSC/Evaluation Panel. The CSC/Evaluation Panel may be composed of County staff and other individuals who may have expertise or experience in the RFP content. The CSC/Evaluation Panel shall score and recommend a Contractor in accordance with the evaluation criteria set forth in this RFP. The evaluation of the proposals for recommendation shall be within the sole judgment and discretion of the CSC/Evaluation Panel.

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

The CSC will evaluate each proposal meeting the minimum qualifications and requirements set forth in this RFP. The CSC will conduct one or two (based on the number of bids received) evaluation processes. 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 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 2. The scores for all the Evaluation Criteria shall be added according to their assigned weight, as shown in Table 3, to arrive

at a weighted score for each proposal. A proposal with a high weighted total shall be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any program is five hundred fifty (550) points including the possible fifty (50) points for local and small, local and emerging, or local preference points (maximum 10% of final score).

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

If the two-stage approach is used, the three Bidders that receive the highest preliminary scores and with at least 200 points shall be invited to participate in an oral interview. Only the Bidders meeting the short list criteria shall proceed to the next stage. All other Bidders shall be deemed eliminated from the process. All Bidders shall be notified of the short list participants; however, the preliminary scores at that time shall not be communicated to Bidders.

The zero to five-point scale range is defined in **Table 2**:

Table 2

Score	Label	Description
0	Not Acceptable	Non-responsive, fails to meet RFP specification. The approach has no probability of success. If a mandatory requirement this score shall result in disqualification of proposal.
1	Poor	Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP.
2	Fair	Has a reasonable probability of success, however, some objectives may not be met.
3	Average	Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This shall be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members.
4	Above Average/ Good	Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations.
5	Excellent/ Exceptional	Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification.

The evaluation criteria and respective weights for this RFP are contained in Table 3.

Table 3

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
1. Title Page	Reviewed for completeness	Complete/Incomplete	Pass/Fail
2. Exhibit A: Bidder Information and Acceptance		Meets/Does Not Meet Minimum Qualification	
3. Letter of Transmittal/Executive Summary		Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete. Additionally, bid responses that do not conform to the page limitations in Table 1, will be rated a Fail in the Evaluation Criteria and will receive no further consideration.	
4. Bidder Minimum Qualification	a. Background Education Demonstrate a familiarity with landmark medical cases, and the impact on multigenerational trauma on the African American community;		
	b. Demonstrated Understanding Have a demonstrated understanding of African American experiences around mental health issues and provided three or more of the following: a sample of completed work, and/or abstracts of prior work, and a biographical information.		
	c. Years of Experience Have at least two years' experience providing trainings and developing curriculum on culturally congruent practices and/or appropriate medication within the last five years; and		

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	<p>d. Debarment and Exclusion. Checked to ensure Bidder, its principal and named subcontractors are not identified on any of the listed databases.</p>		
<p>5. BIDDER REFERENCES</p>	<p>a. BHCS will check references for Bidders placed on the shortlist and ask the references standard questions, which will be evaluated by the Evaluation Panel.</p>	<p>How do the Bidder’s references rate the following:</p> <ul style="list-style-type: none"> • Bidder’s capacity to perform Training and TA; • Areas in which the Bidder did well; • Areas in which the Bidder could have improved; • How well did/does Bidder do around: <ul style="list-style-type: none"> ○ Understanding of the African American community; ○ Understanding of the African American experience around mental health; ○ Cultural responsiveness; ○ Cultural humility; ○ Awareness of mental health healing practices; ○ Ability to conduct accurate diagnosis trainings; ○ Designing training materials; ○ Awareness and responsiveness to community and family member needs; ○ Overall satisfaction with Bidder on a scale of one to five; • Is/Was Bidder within their budget and meeting deadlines? 	<p>10</p>
<p>6. Bidder Experience, Ability and Plan</p>	<p>a. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under the Experience with the Priority Population Needs.</p>		<p>(40) Section Subtotal</p>

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	<p>i. Cultural understanding of the priority population</p>	<p>How well does Bidder demonstrate understanding of the priority population including:</p> <ul style="list-style-type: none"> • Risk factors and barriers; • Strengths and protective factors; • Internal and external stigmas and challenges with accessing and engaging in preventive mental health services; • The impact of cultural and racial dynamics that might affect the delivery of care to the priority population; and • Strategies and demonstrated practice approach for working with African Americans. 	20
	<p>ii. Experience with Priority Population Review</p>	<p>How well does Bidder demonstrate experience working with or knowledge of the priority population including:</p> <ul style="list-style-type: none"> • How well matched is Bidder’s experience addressing challenges with assessment and medication management for the priority population? • How well does Bidder demonstrate experience with training providers to approach clinical work from a strength based perspective which acknowledges and deepens existing protective factors? • How well does Bidder demonstrate an understanding of protective factors, and how to identify and build on them? • How well do Bidder’s Letter(s) of Support highlighting experience with the priority population? 	20
	<p>b. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under the Marketing Delivery Approach.</p>		(10) Section subtotal

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	i. Marketing Delivery	<ul style="list-style-type: none"> • How well matched are proposed strategies to engage, enroll and retain existing BHCS providers? • How well matched is Bidder’s plan to provide specific marketing of the training to medication prescribers and practitioners to increase training attendance and participation? • How well does Bidder describe their plan to market in at least five community-based sources? 	5
	ii. Cultural Responsiveness	<ul style="list-style-type: none"> • How well does Bidder demonstrate in proposed training curriculum how they will enhance the understanding and skills of prescribers and practitioners? • How well does Bidder articulate sources for developing the curriculum content? • How well does Bidder demonstrate how they will solicit feedback from the attendees and how they will incorporate it into future trainings? • How well does Bidder demonstrate how their curriculum will be accessible to all learning styles? • How well does Bidder describe how they will evaluate the effectiveness of the proposed trainings? <ul style="list-style-type: none"> ○ How well does Bidder describe their proposed plan for course evaluation? 	5
	c. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under Planned Staffing and Organization Infrastructure :		(11) Section subtotal
	Planned Staffing and Organization Infrastructure	<ul style="list-style-type: none"> • Does Bidder meet the staffing requirements of having one (1) each of the following; <ul style="list-style-type: none"> ○ Psychiatrist ○ Psychiatric Nurse Practitioner 	5

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
		<ul style="list-style-type: none"> ○ Program Assistant • How well does Bidder’s plan demonstrate effective hiring, training, supervising, and retention of all staff, including supervision and oversight of proposed program? • How well does Bidder describe the tasks necessary to provide the trainings detailed in the scope? How well does Bidder describe how they will assign tasks to staff? • How well does Bidder describe how staff will reflect the priority population? • If Bidder intends to partner or sub-contract with other service provider/s, how well does Bidder describe the collaboration? How well matched is the collaboration with RFP goals? 	
	Letters of Support	<ul style="list-style-type: none"> • How well do Bidder’s Letters of Support demonstrate their ability to train medication prescribers and assessment staff? 	4
	d. The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under Tracking Data and Outcomes		
	Track Data and Deliverables	<ul style="list-style-type: none"> • How appropriate and reasonable are Bidder’s proposed annual number of training sessions? • How well does Bidder demonstrate experience with data collection? • How well does Bidder demonstrate capacity to report training deliverables? • Does Bidder describe how they will achieve quality improvement? 	2

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
7. Cost		The Evaluation Panel will review the Exhibit B-1 Budget Workbook and the Budget Narrative and assign a score based on how Bidder’s proposed program budget aligns with the requirements of the RFP which will become the total score under the Cost. The Cost-Coefficient is scored by applying the standard County formula.	(13) Section subtotal
	a. Cost Co-Efficient	<ul style="list-style-type: none"> • Low bid divided by low bid x 5 x weight = points <i>For example:</i> $\\$100,000 / \\$100,000 = 1 \times 5 \times 5 = 25 \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 	3
	b. Budget c. Budget Narrative Review	<ul style="list-style-type: none"> • How well-matched is Bidder’s budget to the proposed program? • How well does the budget capture all activities and staff proposed in the Budget? • How well does Bidder allocate staff and resources? • How appropriate are the staffing and other costs? • How much value does the proposal add considering the cost of the program, expected outcomes and the number of clients served? • How well does the narrative detail how Bidder arrived at particular calculations? • How well does Bidder “show the work”? 	10
8. Implementation Schedule and Plan		The Evaluation Panel will read and assign a score based on how detailed and specific the Bidder’s response to following questions which will become the total score under Implementation Plan and Schedule	(6) Section subtotal

RFP SECTION	EVALUATION METHOD	EVALUATION CRITERIA	WEIGHT
	a. Implementation Plan Review	<ul style="list-style-type: none"> • How detailed and specific is Bidder’s response? • How realistic does Bidder account for timeline to complete the following milestones: <ul style="list-style-type: none"> ○ Staff hiring, training, and supervision; ○ Curriculum development and/or training plan; ○ Program engagement; ○ Provision of training sessions; and ○ Program Evaluation? • How well does Bidder assign the implementation of the program in the first year? 	3
	b. Identification and Strategies for Mitigation of Risks and Barriers	<ul style="list-style-type: none"> • How detailed and specific is Bidder’s response? • How thorough, thoughtful and realistic is Bidder’s identification of challenges and barrier mitigation strategies? • How well does Bidder assess barriers? • How creative and solution-oriented are Bidder’s strategies? 	3
Exhibits	Exceptions, Clarifications and Amendments	Complete/Incomplete Meets Minimum Requirements/ Fails to Meet Minimum Requirements	N/A
Oral Interview, if Applicable	Criteria are created with the CSC/Evaluation Panel.		10
Preference Points, if Applicable	SLEB		5%
	Local (not SLEB certified)		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 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 CSC/Evaluation Panel 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 1 unique Contractor.
5. The County has the right to decline to award a contract in whole or any part thereof for any reason.
6. BOS approval to award a contract is required.
7. A contract must be negotiated, finalized, and signed by the intended awardee prior to BOS approval.

8. Final terms and conditions shall be negotiated with the Bidder recommended for award. The successful Bidder may request a copy of the Master Agreement template from the BHCS RFP 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. PRICING

Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

K. INVOICING

1. Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
2. Payment will be made within thirty (30) days following receipt of invoice and upon complete satisfactory receipt of product and performance of services.
3. County shall notify Contractor of any adjustments required to invoice.
4. Invoices shall contain County purchase order (PO) number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
5. Contractor shall utilize standardized invoice upon request.
6. Invoices shall only be issued by the Contractor who is awarded a contract.
7. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the POs.

L. NOTICE OF AWARD

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

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

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

At the conclusion of the RFP response evaluation process, debriefings for unsuccessful Bidders may be scheduled upon written request and shall be restricted to discussion of the unsuccessful Bidder's proposal.

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

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

M. TERM/TERMINATION/RENEWAL

The term of the contract, which may be awarded pursuant to this RFP, will be one year and may be renewed thereafter, contingent on the availability of funds, Contractor's performance, continued prioritization of the activities and priority populations, as defined and determined by BHCS.

III. APPENDICES

A. GLOSSARY & ACRONYM LIST

African American	An ethnic group of Americans with total or partial ancestry from any of the Black racial groups of Africa. The term typically refers to descendants of enslaved Black people who are born in the United States.
Agreement	The formal contract between BHCS and the Contractor. Also referred to as Contract.
Beers List	Guidelines for healthcare professionals to help improve the safety of prescribing medications for older adults.
BHCS	Alameda County Behavioral Health Care Services, a department of the Alameda County Health Care Services Agency.
Best Practice	A body of knowledge that may include scientific, practical or anecdotal elements and that is perceived as an effective method of treatment.
Bid	A Bidders' response to this RFP; used interchangeably with proposal.
Bidder	The specific person or entity responding to this RFP.
Board	Refers to the County of Alameda Board of Supervisors.
Clarifying Assessments	An assessment process used to identify a client's diagnosis, assuming the original assessment led to an inaccurate diagnosis. A clarifying assessment corrects any errors made in the original assessment.
Client	The recipient of services; used interchangeably with beneficiary and consumer.
Consumer	The recipient of services; used interchangeably with beneficiary and client.
Community-Based Organization (CBO)	A non-governmental organization that provides direct services to beneficiaries.
Contractor	When capitalized, shall refer to selected Bidder that is awarded a contract.
County	When capitalized, shall refer to the County of Alameda.
CSC	County Selection Committee or Evaluation Panel.
CSS	Community Services and Supports.
Cultural Competence	Refers to the ability to interact effectively with people of different cultures.
Cultural Congruent Practices	Refers to the need for services and programming to be in agreement and consistent with the cultural reality of the community being served.
Cultural Humility	Effectively dealing with people from different cultures, and

	developing a respectful partnership with diverse individuals, groups and communities. This involves qualities such as openness, appreciation, acceptance and flexibility. It also entails a lifelong commitment to self-evaluation and critique, and includes addressing power relations and working in partnership.
Cultural Responsiveness	The practice of continuous self-assessment and community awareness on the part of service providers to assure a focus on the cultural, linguistic, socio-economic, educational and spiritual experiences of consumers and their families/support systems relative to their care.
CLAS	Culturally and Linguistically Appropriate Services.
Culturally Specific	Refers to the need for services and programming to be directed to a specific group.
Culture	A process that reflects the vast structure of behaviors, ideas, attitudes, values, habits, beliefs, customs, language, rituals, and practices that give people a “general design for living and patterns for interpreting reality.”
Deliverable	A term used in project management or contract monitoring to describe a tangible or intangible object produced as a result of the project that is intended to be delivered to a customer.
DHHS	Department of Health and Human Services, a department of the federal government.
Disparities	Markedly distinct in quality or character, especially in regards to accessing mental health services.
Evidence based practice (EBP)	Evidence based practices are well-defined and have been demonstrated to be effective through multiple research studies.
Family member	A person, who has provided primary support for, is a primary caregiver of, or whose daily life is impacted by, being a family member (by personal or biological definition) of a person who is living with symptoms of mental illness. Family members may be the biological parents, foster parents, siblings, spouses, children, aunts, uncles, cousins, friends, or anyone else whom the client defines as “their family members.”
Federal	Refers to United States Federal Government, its departments and/or agencies.
Full Time Equivalent (FTE)	A budgetary term used to describe the number of total hours worked divided by the maximum number of compensable hours in a full-time schedule as defined by law. For example, if the normal schedule for a staff person is 40 hours per week (40*52 weeks–4 weeks for vacation=1,920). Someone working 1,440 hours during the year represents 1,440/1,920=.75 FTE.
FY	Fiscal Year

Indigenous Healing Practices	Identified as a system that encompasses a range of holistic treatments used by indigenous healers for a multitude of acute and chronic conditions or to promote health and wellbeing. (Note: All identifiable cultural groups have their own indigenous practices, i.e., African Americans, Native Americans, etc.).
Inappropriately-Served Populations	Groups that exhibit poor outcomes despite receiving a disproportionately high rate of mental health services. The mental health services being received by this group may not be culturally appropriate for addressing their needs.
Licensed Practitioner of the Healing Arts (LPHA)	Licensed clinical staff (MD, PhD, MFT, LCSW) and staff who are registered with the California Board of Behavioral Sciences, usually registered MFT/ASW interns; psychologists who are waived by the State to provide services; and Master's level clinical nurse specialists who have national or state license to practice independently.
LGBTQQ	Lesbian Gay Bisexual Transgender Queer Questioning
Mental Health Services Act (MHSA)	Proposition 63, also known as the Mental Health Services Act, passed by the California voters in November 2004. The MHSA provides funding to counties to expand mental health services to those who are unserved or underserved.
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's 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 bid submitted in reply to RFP.
SLEB	Small Local Emerging Business
State	Refers to State of California, its departments and/or agencies.
Social Capital	Networks of relationships among people who live and work in a particular society, enabling the society to function effectively.
Social Determinants of Mental Health	Social, economic, and physical environments in which people live that shape mental health and mental disorders.
Traditional Healing	Traditional healing is not a homogenous healing system, but varies from culture to culture and from region to region. The definition of traditional healing varies. According to the

	World Health Organization (WHO) ¹² traditional medicine/healing is “the sum total of all knowledge and practices, whether explicable or not, used in diagnosing, preventing or eliminating a physical, mental or social disequilibrium and which rely exclusively on past experience and observation handed down from generation to generation, verbally or in writing” and “health practices, approaches, knowledge, and beliefs incorporating plant, animal and mineral based medicines, spiritual therapies, manual techniques and exercise, applied singular or in combination, to treat, diagnose and prevent illnesses or maintain well-being”.
Transgenerational Trauma	Trauma that is transferred from the first generation of trauma survivors to the second and further generations of offspring of the survivors via complex post- traumatic stress disorder mechanisms. (Note: All identifiable cultural groups have their own experience with transgenerational trauma, e.g., African American enslavement, Native American extermination, Japanese American internment, Jewish Holocaust, etc.).
Unserved or Underserved Populations	Groups that have not received services or are receiving inadequate services to meet their needs. These groups include populations defined by race/ethnicity, language, gender, age, sexual identity, geographic location, immigration status, and veteran status.

¹² WHO, 1976: 8

B. ATTACHMENT 1: EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the proposal documents, including, without limitation, the RFP, Addenda and Exhibits have been read and accepted.
2. The undersigned declares that he/she is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the RFP's specifications, terms & conditions.
3. The undersigned has reviewed the proposal documents and fully understands the requirements in this proposal including, but not limited to, the requirements under the County Provisions, and that each Bidder who is awarded a contract shall be, in fact, a prime contractor, not a subcontractor, to the County, and agrees that its proposal, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the proposal.
4. The undersigned also agrees to follow the Bid Protests / 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 proposal process or the recommendation to award a contract for these programs once the Notices of Intent to Award/Non-Award have been issued.

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

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 Award/Non-Award, 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.

- The Bid Protest must contain a complete statement of the reasons and facts for the protest.
- The Bid Protest shall refer to the specific portions of documents that form the basis for the protest.
- The Bid Protest shall include the name, address, email address, fax number and telephone number of the person representing the protesting party.
- BHCS shall transmit a copy of the Bid Protest to all Bidders as soon as possible after receipt of the protest.

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 proposal 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, fax, or US Postal Service mail, and shall inform the Bidder whether or not the recommendation to the Board of Supervisors as stated in the Notice of Intent to 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.

The decision of the BHCS Director on the Bid Protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Rm. 249, Oakland, CA 94612, Fax: 510.272.6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose 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 OCCR 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.

- The Appeal shall specify the Bid Protest decision being appealed and all the facts and circumstances relied upon in support of the Appeal.
- In reviewing Appeals, the OCCR shall not re-judge the proposals. The appeal to the OCCR shall be limited to review of the procurement process to determine if the contracting department materially erred in following the RFP or, where appropriate, County contracting policies or other laws and regulations.
- The Appeal to the OCCR 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. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the GSA-Office of Acquisition Policy or department designee, and will determine whether to uphold or overturn the protest decision.
- The Auditor's Office may overturn the results of a bid process for ethical violations by Procurement staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
- The decision of the Auditor-Controller's OCCR is the final step of the Appeal process. A copy of the decision of the Auditor-Controller's OCCR shall be furnished to the protestor, the Bidder whose proposal is the subject of the Bid protest, and all Bidders affected by the decision.

The County shall complete the Bid Protest/Appeal procedures set forth in this before a recommendation to award the contract is considered by the Board of Supervisors.

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.

5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:

- **Debarment / Suspension Policy:**
<http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm>
- **Iran Contracting Act (ICA) of 2010:**
<http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm>
- **General Environmental Requirements:**
<http://www.acgov.org/gsa/departments/purchasing/policy/envIRON.htm>
- **Small Local Emerging Business Program:**
<http://acgov.org/auditor/sleb/overview.htm>
- **First Source:** <http://www.acgov.org/auditor/sleb/sourceprogram.htm>
- **Online Contract Compliance System:** <http://acgov.org/auditor/sleb/elation.htm>
- **General Requirements:**
<http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm>
- **Proprietary and Confidential Information:**
<http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm>

6. The undersigned also acknowledges that Bidder will be in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated proposal documents.

7. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a proposal, the Bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.

8. Patent indemnity: Bidders who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.

9. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bidder Information and Acceptance, the Contractor agrees to meet the minimum insurance requirements stated in the RFP. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.

10. The undersigned also acknowledges **ONE** of the following. Please check only one box.

- Bidder is not local to Alameda County and is ineligible for any bid preference; **OR**
- Bidder is a certified SLEB and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the SLEB PARTNERING INFORMATION SHEET); **OR**
- Bidder is LOCAL to Alameda County and is requesting 5% bid preference, and has attached the following documentation to this Exhibit:
 - Copy of a verifiable business license, issued by the County of Alameda or a City within the County; and
 - Proof of six (6) months business residency, identifying the name of the bidder and the local address. Utility bills, deed of trusts or lease agreements, etc., are acceptable verification documents to prove residency.

EXHIBIT A: BIDDER INFORMATION AND ACCEPTANCE		
Official Name of Bidder		
Street Address Line 1		
Street Address Line 2		
City	State	Zip
Webpage		
Type of Entity/Organizational Structure	<input type="checkbox"/> Corporation	<input type="checkbox"/> Joint Venture
	<input type="checkbox"/> Limited Liability Partnership	<input type="checkbox"/> Partnership
	<input type="checkbox"/> Limited Liability Corporation	<input type="checkbox"/> Non-Profit / Church
	<input type="checkbox"/> Other	
Jurisdiction of Organizational Structure		
Date of Organizational Structure	Federal Tax ID Number	
Name	Title	
Phone Number	Fax Number	
Email		
Signature	Title	
Dated this	day of	20