

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901016

for

Medi-Cal and CalFresh Outreach and Enrollment

NETWORKING/BIDDERS CONFERENCES

April 4, 2014

1-3 PM

2014 Eden Multi-Service Center.
24100 Amador Street, Hayward, CA 94540
CALIFORNIA POPPY ROOM, 2nd floor

April 7, 2014

1-3 PM

North Oakland SSA
2000 San Pablo Ave, Oakland CA 94612
OAKLAND ROOM 2nd floor

**For complete information regarding this project, see RFP posted at
<http://alamedasocialservices.org/public/index.cfm> or <http://www.acgov.org/gsa/>
Please contact the County representative listed below if you have questions.**

Thank you for your interest!

Contact Person: Karen Obidah, Program Financial Specialist

Phone Number: (510) 267-8608

E-mail Address: kobida@acgov.org

RESPONSE DUE

By

2:00 p.m.

On Wednesday, April 30th, 2014

Alameda County Social Services Agency

Contracts Office

2000 San Pablo Ave., 4th floor

Oakland, CA 94612

COUNTY OF ALAMEDA
REQUEST FOR PROPOSAL No. 901016
SPECIFICATIONS, TERMS & CONDITIONS
for
Medi-Cal and CalFresh Outreach & Enrollment

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ATTACHMENTS add Exhibits below as required

- EXHIBIT A – **BID RESPONSE PACKET (SEE ATTACHMENT No. 1)**
- EXHIBIT B - FORMER REFERENCES – INTENTIONALLY OMITTED
- EXHIBIT C – INSURANCE REQUIREMENTS
- EXHIBIT D – CBO MASTER CONTRACT
- EXHIBIT E – EXCEPTIONS, CLARIFICATIONS, AMENDMENTS – INTENTIONALLY OMITTED
- EXHIBIT F – VENDOR BID LIST – INTENTIONALLY OMITTED

ACRONYM AND TERM GLOSSARY

Unless otherwise noted, the terms below may be upper or lower case. Acronyms will always be uppercase.

AAMS	Shall refer to the Alameda County Social Service Agency’s Adult, Aging, and Medi-Cal Services Department
ACA	Shall refer to the 2010 Patient Protection and Affordable Care Act
ACSSA	Shall refer to Alameda County Social Services Agency
Bid	Shall mean the bidders’/contractors’ response to this Request
Bidder	Shall mean the specific person or entity responding to this RFP
Board	Shall refer to the County of Alameda Board of Supervisors
CBO	Shall refer to a community-based organization
CF	Shall refer to CalFresh (California’s Supplemental Nutrition Assistance Program [SNAP], formerly known as the Food Stamps Program)
CSC	Shall refer to County Selection Committee
Contractor	When capitalized, shall refer to selected bidder that is awarded a contract
County	When capitalized, shall refer to the County of Alameda
CDSS	Shall refer to California Department of Social Services
CFR	Shall refer to Code of Federal Regulations
DCFS	Shall refer to the Alameda County Social Services Agency’s Department of Children and Family Services
DHCS	Shall refer to the California Department of Health Care Services
EITC	Shall refer to Earned Income Tax Credit program.
Federal	Shall refer to the United States Federal Government, its departments and/or agencies
FY	Shall refer to Fiscal Year
Labor Code	Shall refer to California Labor Code
LEP	Shall refer to limited English proficiency
LIHP	Shall refer to the Low-Income Health Program
MC	Shall refer to Medi-Cal (California’s Medicaid program)
Proposal	Shall mean bidder/contractor response to this RFP
PO	Shall refer to Purchase Order(s)
Quotation	Shall mean bidder’s response to this RFQ
Request for Proposal	Shall mean this document, which is the County of Alameda’s request for contractors’/bidders’ proposals to provide the goods and/or services being solicited herein; also referred herein as RFP
Response	Shall refer to bidder’s proposal or quotation submitted in reply to RFP
RFP	Shall refer to the Request for Proposal

SLEB	Shall refer to Small Local Emerging Business
SSA	Shall refer to the Alameda County Social Services Agency
SSI	Shall refer to Supplemental Security Income program
State	Shall refer to the State of California, its departments and/or agencies
WBA	Shall refer to the Alameda County Social Services Agency's Workforce and Benefits Administration Department
WIC	Shall refer to the Special Supplemental Nutrition Program for Women, Infants, and Children Women, Infants and Children program

STATEMENT OF WORK

A. INTENT

It is the intent of these specifications, terms, and conditions to describe the partnership between Alameda County Social Services Agency (ACSSA) and community-based organization(s) to conduct Medi-Cal and CalFresh outreach and application enrollment assistance. The total amount of funding available in this RFP is \$851,374. This represents two complementary funding streams with complementary but separate parameters, budgets, and expected scopes of work. The ideal proposal would include coordination and strategy for outreach and enrollment activities to assist individuals and families through the entire Medi-Cal and CalFresh application processes.

Bidder may apply for:

- **PREFERRED:** A combination of Section 1 (one or more priority populations) and Section 2; or
- Section 1 ONLY (one or more priority populations); or
- Section 2 ONLY.

	Priority & Target Populations	Proposed Use of Funding
Section 1 – \$351,375 (Can bid on each population for \$117,125)	Priority Populations <ul style="list-style-type: none"> • Limited English Proficient (LEP) • Homeless • Re-Entry (formerly incarcerated) 	Medi-Cal <ul style="list-style-type: none"> • Outreach • Enrollment

<p>Section 2 \$500,000 (Can bid on up to entire amount; populations served must be identified in Response Packet.</p>	<p><u>Targeted Populations</u></p> <ul style="list-style-type: none"> • Limited English Proficient (LEP) • Homeless • Re-Entry (formerly incarcerated) • Elderly population • Working families • Families with children • Single adults • Immigrant population • Former foster youth 	<p>Medi-Cal</p> <ul style="list-style-type: none"> • Outreach • Enrollment <p>Cal-Fresh</p> <ul style="list-style-type: none"> • Outreach • Enrollment
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A growing body of literature suggests that using community-based organizations (CBOs) and local partners as entry points into public benefits programs may yield positive results for hard to reach populations. ACSSA will enter into an agreement with one or more bidders who may have a wide range of local partners to provide outreach and application assistance for Medi-Cal and CalFresh. Bidder may choose to subcontract and, in that case would be responsible for training the subcontractors as well as processing payments to subcontractors.

Bidders should describe their plans for coordinating outreach and enrollment activities, as well as the measures they will take to track separately the activities and budgets proposed under Section 1 and Section 2.

It is the intent of these specifications, terms and conditions to procure the most environmentally preferable products with equivalent or higher performance and at equal or lower cost than traditional products. Specific requirements from the County’s Sustainability Program that are related to this Bid are included in the appropriate Bid sections.

B. BACKGROUND and SCOPE

The Alameda County Social Service Agency (ACSSA) has a long commitment to community-based partnerships to promote the economic and social well-being of individuals, families, neighborhoods, and communities. The implementation of the Patient Protection and Affordable Care Act (ACA) in 2014 will increase access to health coverage through the expansion of Medicaid (Medi-Cal in California) and subsidized health coverage for low-income individuals and families. ACA also creates an unprecedented opportunity to enroll low-income individuals and families in a range of other public benefits for which they may be eligible. Building on our history of community collaboration, ACSSA proposes to develop innovative strategies to maximize

enrollment in Medi-Cal, CalFresh, and other public benefit programs by partnering with community-based organizations (CBOs) and other local partners.

CBOs can assist individuals and families in overcoming barriers to accessing critical ACSSA programs. Some of the main barriers include lack of knowledge around eligibility; frustration with the application process; stigma issues; misconceptions in immigrant and re-entry populations; lack of transportation; and reading level and language barriers. These barriers prevent a significant number of eligible individuals and families from enrolling in services. An Urban Institute report found that only 5% of low-income, working families with children receive the full package of supports for which they qualify (Food Stamps/SNAP, child care, and Medicaid).

Lessons learned at the local level support a focus on meeting individuals and families in the community through a variety of portals. CBOs can complement the work being done at ACSSA by providing services in new and convenient locations, offering flexible schedules, catering to the needs of specific communities, assisting applicants for assistance with obtaining necessary documentation to avoid delays in receiving benefits, and improving the accuracy and completeness of applications.

ACSSA is looking to partner with CBOs that can provide a comprehensive approach to outreach and enrollment that assists individuals and families through the entire lifecycle of a Medi-Cal and/or CalFresh application. Successful outreach activities connect with local programs and organizations that directly interact with the priority and targeted populations listed in Section A. Outreach activities may include, but are not limited to, phone-a-thons; door-to-door outreach; outreach at health fairs, festivals, and similar community special events; targeted direct mailings; and many other strategies. Bidders should include a detailed outreach plan that includes:

- The priority and/or targeted population(s) for which they will conduct outreach, and estimated numbers to be reached for each population included;
- Planned activities for reaching each priority and/or target population, including the type, length or frequency, and engagement level of each activity;
- An explanation for why they believe that a specific type of outreach activity will be effective in reaching a specific priority or targeted population; and
- A plan for how interested and eligible individuals or families contacted in outreach activities will be connected to needed enrollment assistance, and what types of follow up will ensure that they are successfully enrolled and retained on coverage.

Comprehensive enrollment assistance requires a wide range of activities, including conducting a preliminary screening for eligibility, accurately filling out the application,

obtaining the necessary identification and income-verification documents, and working with the individual/family to address any problems or a denial of the application. While not a requirement, ACSSA seeks partners who maintain on-going relationships with clients and who can stay engaged through the renewal process to ensure individuals maintain continuous coverage, in the case that ACSSA is able to incentivize renewal assistance in the future.

Contractor(s) must use BCW for enrollment purposes. ACSSA will provide the contractor and its subcontractors unique IDs and login information for BCW. By doing so, ACSSA will be able to track the total number of applications that are submitted through this Medi-Cal and CalFresh Outreach and Enrollment contract.

ACSSA seeks bidder(s) who have demonstrated experience and capacity to establish trusting relationships with limited English proficient (LEP) individuals, homeless individuals and those re-entering the community from incarceration. Bidders should indicate if they have the capacity to collaborate with the relevant law enforcement agencies (Sheriff's Office and Probation Department) in reaching the re-entry population, or propose alternative means of identifying and reaching this priority population.

Bidder(s) will conduct outreach activities as well as benefits application assistance through MyBenefits CalWIN and may subcontract with a range of CBOs. The bidder would be responsible for training and support to subcontractors so that they are prepared to conduct appropriate outreach activities and to assist with submission of successful applications. The bidder would also be responsible for working with ACSSA to set up a system to track successful applications and acting as an intermediary between ACSSA and any subcontractors.

C. FUNDING

There is a total of \$851,374 available, across the two funding streams. Contracts will end 12 months after the start date. Depending on funding availability after the 12-month period, there will be the potential to renew the contract.

SECTION 1. California Department of Health Care Services (DHCS)-funded Medi-Cal Outreach Activities for 3 Priority Populations

ACSSA will provide a total of \$351,375 in funding for targeted outreach and enrollment activities for three of the most difficult-to-reach populations: Limited English Proficient (LEP), homeless, and re-entry individuals. This funding is intended for outreach to these priority populations at institutions and service sites in their community. This funding is bound by the terms and conditions of an allocation awarded by DHCS's Medi-Cal Outreach & Enrollment Grant program in March 2014. The allocation was awarded to a

cross-agency collaborative in the County that includes ACSSA as well as the Alameda County Health Care Services Agency, Probation Department, and Sheriff's Office.

Research by Enroll America <http://www.enrollamerica.org/> suggests that across all population groups, it takes an average of 4-6 contacts before an eligible but uninsured person will be enrolled. Therefore, ACSSA anticipates that for these particularly difficult to reach populations, most of the efforts under this funding stream will be directed towards outreach activities (examples of outreach activities are described in Section B).

The bidders are responsible for developing an outreach plan to reach one or more of the 3 priority populations: 1) limited English proficient, 2) homeless, and 3) re-entry populations. It is the intent of this RFP to select a bidder who will identify and access eligible but unenrolled individuals and families across the county and within these populations. An individual bidder may choose to submit a proposal for one to three of these priority populations. On the Response Cover Sheet, bidder should identify which of the three priority populations they intend to target. For each priority population that they intend to reach through this funding stream, bidder should clearly delineate a strategy and a line-item budget commensurate with the proposed work. They may propose a budget of up to \$117,125 for each priority population group, up to a maximum combined total of \$351,375.

This funding stream targets Medi-Cal Outreach and Enrollment for these three priority populations. These outreach and enrollment efforts should be coordinated with enrollment activities (if any) proposed under Section 2. below. If the bidder is not responding to Section 2, then they should describe their plans to ensure that individuals they reach through outreach activities are referred to organizations that can provide any needed application assistance.

Bidders that are Certified Enrollment Entities (CEEs) should note that current DHCS guidelines stipulate that CEEs cannot draw down these DHCS Outreach & Enrollment grant funds in conjunction with the \$58 DHCS/Covered California Medi-Cal In-Person Enrollment Assistance payments for applications completed in CalHEERS. Bidders that are CEEs should describe their plans to ensure compliance with DHCS guidelines.

Bidders will need to separate the enrollment work under this funding from the enrollment work of their Certified Enrollment Counselors (CECs) and Certified Insurance Agents (CIAs) for which they would be paid \$58 per enrolled application through separate DHCS funding.

Example: If a CBO, in partnership with a county agency through this funding source, sends out a CEC to an outreach and enrollment activity at a substance use disorder clinic and enrolls some of the population at the clinic or makes an appointment with them

and enrolls them later, the CBO cannot claim the \$58 per approved Medi-Cal application for this same person. The CBO is already receiving funds for this purpose through the county.

SECTION 2. Medi-Cal and CalFresh Application Assistance for Targeted Populations using MyBenefits CalWIN (BCW)

ACSSA will provide a total of \$500,000 in funding for targeted outreach and enrollment activities and particularly interested in targeting vulnerable populations who do not access the benefits to which they are entitled. ACSSA aims through this RFP to enroll at least 7,450 eligible but unenrolled households in Medi-Cal and/or CalFresh.

Bidder will propose the number of applications that they expect to complete successfully. A successful application is one in which the contractor completes an entire application, including submitting all supporting documentation, and that the application is approved for Medi-Cal or CalFresh benefits. This will serve as the basis for a target number of enrollments in the successful bidder(s) contract. In developing their scopes of work, bidder should keep in mind the following unit of cost guidelines: budgets should reflect an approximate cost per successful application of \$58 -\$67, inclusive of all overhead and administrative costs.

Contractors and subcontractors will assist vulnerable populations with applying and successfully enrolling in Medi-Cal and CalFresh through MyBenefits CalWIN (BCW). This application assistance may be coordinated with any outreach activities proposed for the 3 priority populations identified in Section A.1. above. Additionally, contractor will provide Medi-Cal and CalFresh application assistance to the following additional targeted groups:

- Limited English proficient (LEP) individuals*
- Homeless individuals and families*
- Formerly incarcerated (re-entry) individuals*
- Elderly population
- Working families
- Families with children
- Single adults
- Immigrant population
- Former foster youth

** also a priority population*

Contractor(s) will receive reimbursement after submitting a monthly report detailing their outreach and enrollment efforts for the three priority populations (see Section G, below, on Deliverables/Reports).

D. BIDDER QUALIFICATIONS

- a. Bidder shall be familiar with Alameda County Social Services Agency, Health Care Services Agency, Probation Department, and Sheriff's Office.
- b. Bidder shall be familiar with the application processes for Medi-Cal and CalFresh and willing to use MyBenefits CalWIN as an application system.
- c. If subcontracting, bidder shall identify subcontractors, subcontractor qualifications, and how they plan to work together. Bidder(s) shall identify any existing agreements or MOUs between the bidder(s) and proposed subcontractor(s). Subcontractor shall be able and willing to use MyBenefits CalWIN as an application system.
- d. Bidder shall possess all permits, licenses and professional credentials necessary to supply products and perform services as specified under this RFP.

E. SPECIFIC REQUIREMENTS

ACSSA seeks to identify community-based organizations with established and trusted relationships with the individuals and families they serve, as well as a clear understanding of their needs. We seek partners that have experience working with the priority and target populations identified in the RFP and can develop strategies to fit specific community needs. Partners will need to meet people where they are— both in terms of physical location and in terms of working in a culturally competent way to address any barriers to enrollment.

Specific activities include:

1. Conduct targeted, sensitive, and culturally-competent outreach to individuals and families within priority and targeted populations (listed below) to raise awareness about benefits eligibility. Local partners will be encouraged to also use in-reach strategies and utilize their relationships and data from existing clients to identify those that are eligible for benefits but not enrolled.
2. Provide training and support to partners/subcontractors so that they are prepared to assist with submission of successful applications.
3. Provide application enrollment assistance for Medi-Cal and CalFresh. CBOs and any subcontractors will assist individuals and families in completing eligibility screenings, submitting applications and supporting verifications, along with helping families address any issues with their application(s).

4. Provide staff to be trained as authorized users of BCW and complete needed confidentiality agreements.
5. Work with ACSSA to set up a system to track successful applications.
6. Work with ACSSA to design an evaluation process at the start of the contract. The contractor(s) must respond to ACSSA's requests for data and evaluation.

Specific criteria to assess bidders include:

- **Location and Hours of Service:** Provide services at times and places that work for applicants. ACSSA is interested in strategies that are tailored to particular neighborhoods and populations. Services should be available in strategically located areas of Alameda County. ACSSA is open to considering mobile programs – van or truck that can go to community events, farmers' markets, etc.
- **Cultural Competency and Situational Sensitivity:** Staff should have relationships with residents, understand their culture, and speak their language. Staff should be comfortable working with individuals and families who may be homeless or formerly incarcerated. Staff should be sensitive to their backgrounds and needs in obtaining public benefits.
- **Integration into Existing Services:** Partners must demonstrate how they will integrate application enrollment assistance into their existing services. Partners should have repeated interactions with families that are necessary to navigate the complex enrollment process. Preference given to outreach strategies that link clients to other public benefit programs such as SSI, WIC, EITC, etc.
- **Capacity:** Capable of internal monitoring to allow for program modification as needed and ability to report out as required. Partners should also have the capacity to engage in collaboration with other organizations, especially county health and human services agencies.

F. OTHER REQUIREMENTS

APPLICABLE REGULATIONS FOR ALL CONTRACTORS

In order to contract with Alameda County, a bidder must meet the following requirements:

1. Provide access by ACSSA officials to financial, program, and other records pertaining to the project(s) encompassed by the contract.
2. Comply with fiscal or program monitoring/assessment recommendations by ACSSA.
3. Meet the requirements for audit of expenditures

4. Maintain individual client case files and make these files available and open for inspection by designated ACSSA staff.
5. Comply with all federal, state, and local rules, regulations, and policies, including but not limited to:
 - a. Applicable sections of California Department of Social Services (CDSS) Manual of Policies and Procedures;
 - b. Terms and conditions of the DHCS allocation agreement for the Alameda County Outreach & Enrollment Project;
 - c. Contract Administration Manual for CBOs, Alameda County;
 - d. Standard contract language of CDSS and Alameda County; and,
 - e. 41 Code of Federal Regulations (CFR) Chapter 60 - Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.
6. California Health and Human Services Agency (HHS) Regulations:
 - a. 45 CFR Part 16 – Department grant appeals process;
 - b. 45 CFR Part 74 – Grants administration;
 - c. 45 CFR Part 75 – Informal grant appeals procedures;
 - d. 45 CFR Part 80 – Nondiscrimination under Title VI of the Civil Rights Act of 1964;
 - e. 45 CFR Part 81 – Practice and procedure for hearings;
 - f. 45 CFR Part 84 – Nondiscrimination on the basis of handicap; and,
 - g. 45 CFR Part 95 – General administration for grant programs.
7. Other pertinent laws, which applies to all contracts, is contained in:
 - a. Title VII of the Civil Rights Act of 1964;
 - b. Immigration Reform and Control Act of 1986; and,
 - c. Americans with Disabilities Act.
8. Applicable Federal Cost Standards used to determine allowable costs:
 - a. Non-Profit Organizations: Office of Management and Budget (OMB) Circular A-122;
 - b. Educational Institutions: OMB Circular A-21;
 - c. State and Local Governments: OMB Circular A-87; and,
 - d. Commercial Organizations: 45 CFR Part 74, Subpart E.

G. DELIVERABLES / REPORTS

The selected bidder(s) will provide monthly reports on their outreach and enrollment activities by the 10th of following month (for example: June 10th report will provide May data).

The Alameda County Social Services Agency (ACSSA) is committed to bringing more performance-based monitoring and accountability to all of its contracted services over the next few years. The Agency will be using the Results Based Accountability (RBA)

approach in all of its contracting processes such as Requests for Proposals, Scope of Work and review of contract proposals. All new or renewed contracts will be required to provide information and data that address the three basic RBA questions: How much work was done? How well was it done? And, who benefitted as a result of the work? Providers can expect to be asked how they measure whether clients are better off and the quality of the delivered services. Providers will be required to show that their work incorporates best or promising practices, or evidence-informed or evidence-based practices. The Agency will work with providers to develop appropriate metrics, indicators and outcome measures. A link to further information on RBA implementation can be found at: <http://www.raguide.org/>. Required metrics for this RFP include:

How Much Was Done?

- Number and scope of outreach activities held for Medi-Cal and/or CalFresh.
 - Deliverable 1: Contractor shall provide a report monthly detailing the outreach activities, locations, and time spent connecting to the priority and/or targeted populations. Whenever possible, the Contractor shall indicate planned follow up or referral to ensure that eligible individuals and families receive all needed enrollment assistance.
- Number of individuals and families reached by outreach activities.
 - Deliverable 2: Contractor shall provide a report monthly with number of people reached by each outreach activity.
- Number of individuals and families screened at each site for Medi-Cal and/or CalFresh;
 - Deliverable 3: Contractor shall enter data on all individuals and families screened, along with the number of household members, whether a household already receives Medi-Cal or CalFresh, and which programs the household is screened for, on a monthly service log.
- Number of applications submitted for Medi-Cal and/or CalFresh.
 - Deliverable 4: Contractor shall enter applications into MyBenefits CalWIN (BCW), noting the CalWIN application numbers for applications on a monthly service log.
- Number of locations where application enrollment assistance was offered.
 - Deliverable 5: Contractor shall provide a report monthly detailing the locations where application enrollment assistance was offered.
- Number of staff trained on outreach and/or application assistance (or other identified training goals).
 - Deliverable 6: Contractor shall provide a report monthly providing the names of all staff members providing application enrollment assistance and indicating which have received ACSSA training (or other specified training).

- Amount of time spent with priority and/or targeted individuals and families working on outreach and applications.
 - Deliverable 7: Contractor shall provide an estimate of the number of minutes spent assisting each family on a monthly service log.

How Well Was It Done?

- Percent of clients reporting a moderate to high level of customer satisfaction (I was treated well).
 - Deliverable 8: Contractor shall distribute a satisfaction survey to each client at the end of in-person application assistance encounter, to be returned to the contractor via a sealed box in the office. The satisfaction survey will be developed in collaboration with ACSSA's Planning, Evaluation and Research Unit. On a quarterly basis, contractor shall send sealed survey box to ACSSA for analysis. If additional boxes are needed, ACSSA will provide.
- Percent of applications submitted that are accurate and complete.
 - Deliverable 9: Contractor shall annotate on a monthly service log that they submitted all required personal information verifications, all required income verifications and all required residency documentation.
- Percent of successful Medi-Cal and CalFresh applications.
 - Deliverable 10: Contractor shall provide application numbers on a monthly service log for tracking by ACSSA staff.

Is Anyone Better Off?

- Number of priority and/or targeted individuals and families newly enrolled in Medi-Cal and/or CalFresh.
 - Deliverable 11: Contractor will include the application number on the monthly service log for tracking by ACSSA staff.
- Percent of individuals who report increased knowledge of how to get or maintain health insurance and benefits coverage.
 - Deliverable 12: Questions asking about this shall be included in the satisfaction survey noted above.

CALENDAR OF EVENTS

EVENT	DATE/LOCATION	
Request Issued	March 20, 2014	
Written Questions Due	April 2, 2014	
Networking/Bidders Conference #1	April 4, 2014	1-3 PM 2014 Eden Multi-Service Center. 24100 Amador Street, Hayward, CA 94540 California Poppy Room, 3 rd floor

Networking/Bidders Conference #2	April 7, 2014	1-3 PM North Oakland SSA 2000 San Pablo Ave, Oakland CA 94612 OAKLAND ROOM 2 nd floor
Addendum Issued	April 10 , 2014	
Response Due	Wednesday, April 30, 2014	
Evaluation Period	May 1, 2014 – May 8, 2014	
Vendor Interviews	May 13, 2014	
Board Letter Recommending Award Issued	May, 2014	
Board Consideration Award Date	May, 2014	
Contract Start Date	June, 2014	

Note: Award and start dates are approximate.

H. NETWORKING / BIDDERS CONFERENCES

Networking/bidders conferences will be held to:

1. Provide an opportunity for Small, Local & Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships in order to participate in the contract(s) that may result from this RFP.
2. Provide an opportunity for bidders to ask specific questions about the project and request RFP clarification.

All questions will be addressed, and the list of attendees will be included, in an RFP Addendum following the networking/bidders conference(s).

Potential bidders are strongly encouraged to attend networking/bidders conference(s) in order to further facilitate subcontracting relationships. Vendors who attend a networking/bidders conference will be added to the Vendor Bid List. Failure to participate in a networking/bidders conference will in no way relieve the Contractor from furnishing goods and/or services required in accordance with these specifications, terms and conditions. Attendance at a networking/bidders conference is highly recommended, but is not mandatory.

COUNTY PROCEDURES, TERMS, AND CONDITIONS

I. EVALUATION CRITERIA / SELECTION COMMITTEE

All proposals will be evaluated by a County Selection Committee (CSC). The County Selection Committee may be composed of County staff and other parties that may have expertise or experience in outreach, enrollment, and application assistance. The CSC will score and recommend a Contractor in accordance with the evaluation criteria set forth in this RFP. The evaluation of the proposals shall be within the sole judgment and discretion of the CSC.

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

The CSC will evaluate each proposal meeting the qualification requirements set forth in this RFP. Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will 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.

Bidders are advised that in the evaluation of cost it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.

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 bid presents the greatest value to the County, all evaluation criteria considered. The combined weight of the evaluation criteria is greater in importance than cost in determining the greatest value to the County. The goal is to award a contract to the bidder(s) that proposes the County the best quality as determined by the combined weight of the evaluation criteria. The County may award a contract of higher qualitative competence over the lowest priced response.

The basic information that each section should contain is specified below, these specifications should be considered as minimum requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed. However, other criteria may be added to further support the evaluation process whenever such additional criteria are deemed appropriate in considering the nature of the goods and/or services being solicited.

Each of the Evaluation Criteria below will be used in ranking and determining the quality of bidders' proposals. Proposals will be evaluated according to each Evaluation Criteria,

and scored on the zero to five-point scale outlined below. The scores for all Evaluation Criteria will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project is five hundred (500) points.

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.

At least ten bidders receiving the highest preliminary scores and with at least 200 points will be invited to an oral presentation and interview.

Only the bidders meeting the short list criteria will proceed to the next stage. All other bidders will be deemed eliminated from the process. All bidders will be notified of the short list participants; however, the preliminary scores at that time will not be communicated to bidders.

The zero to five-point scale range is defined as follows:

0	Not Acceptable	Non-responsive, fails to meet RFP specification. The approach has no probability of success. If a mandatory requirement this score will 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 will 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.
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The Evaluation Criteria and their respective weights are as follows:

	Evaluation Criteria	Weight
A.	<p><u>Completeness of Response:</u> 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, be rated a Fail in the Evaluation Criteria and will receive no further consideration. Responses that are rated a Fail and are not considered may be picked up at the delivery location within 14 calendar days of contract award and/or the completion of the competitive process.</p>	Pass/Fail
B.	<p><u>Debarment and Suspension:</u> Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at www.sam.gov.</p>	Pass/Fail
C.	<p><u>Prior Experience:</u></p> <p>1. Bidder described the mission of the organization, demographic, and geographic information of the clients that they serve.</p> <p>2. Bidder described their past experience with outreach and enrollment services to priority and/or targeted populations, particularly any experience related to application assistance for Medi-Cal and CalFresh.</p> <p>3. Bidder has met performance standards on similar projects. Has demonstrated oversight and evaluation of the project.</p>	35 Points
D.	<p><u>Cost Efficiency/Fiscal Management:</u></p> <p>1. Bidder has a project operational budget sufficient to support the proposed activities. Proposal successfully describes the fiscal management experience and the fiscal controls that will be used.</p> <p>2. Bidder has described their ability to leverage other resources, particularly as it relates to administrative costs. While not reflected in the Cost evaluation points, an evaluation may also be made of:</p> <ul style="list-style-type: none"> ▪ Reasonableness (i.e., does the proposed pricing accurately reflect the bidder’s effort to meet requirements and objectives?); ▪ Realism (i.e., is the proposed cost appropriate to the nature of the services to be provided?); and ▪ Affordability (i.e., the ability of the County to finance the 	15 Points

	services).	
E.	<u>Administrative/Organizational Capacity:</u> 1. Bidder successfully demonstrated its ability to provide comprehensive outreach and enrollment services alone or with subcontractors to the priority and/or targeted populations outlined in this RFP. The proposal successfully addresses program goals, oversight and supervision, and program evaluation. Bidder describes the type, length, and engagement level of specific outreach activities proposed. Bidder has adequate and qualified project staff, administrative support and equipment.	
	2. Bidder successfully described how outreach and application assistance will fit into the other activities of their organization, and whether outreach will be bundled with other services.	
	3. Bidder demonstrated its capacity to consistently follow up with clients and maintain relationships once the application process is completed.	
	4. Bidder has addressed situational sensitivity and culturally appropriate services; including accommodations for language and/or cultural differences.	
	5. Bidder has the capacity to track client outcomes and generate the required reports.	30 Points
G.	<u>References/Previous Contract Experience:</u> References for the prime bidder as the lead on similar projects have been provided, and the County was able to speak with a minimum of three (3) references in order to verify.	5 Points
H.	<u>Oral Presentation and Interview:</u> The oral presentation by each bidder shall not exceed sixty (60) minutes in length. The oral interview will consist of standard questions asked of each of the bidders and specific questions regarding the specific proposal. The proposals may then be re-evaluated and re-scored based on the oral presentation and interview.	15 Points
Total		100 Points

CSC RATING FORM

SECTION 1: Minimum Bidder Requirements

- The RFP Proposal is complete. [] yes/pass [] no/fail
- Debarment & Suspension Certification: [] yes/pass [] no/fail
Bidders, its principle and named subcontractors are not identified on the list of federally debarred, suspended or other excluded parties located at www.sam.gov. (Have submitted Debarment & Suspension Form).

SECTION 2: Rating Elements

	WEIGHT (point)	X	Point Scale	=	Total Point s
PRIOR EXPERIENCE: “Does the proposal...					
1. Describe the mission of your organization, geographic information, and demographic information of the clients that you serve.	5	x	Max. 5 pt.	=	25
2. Describe your past experience with outreach and enrollment services to the priority and/or targeted populations, particularly any experience related to application assistance for Medi-Cal and CalFresh.	15	x	Max. 5 pt.	=	75
3. Describe bidders past experience in meeting or exceeding performance standards. Describe bidders’ experience addressing oversight and evaluation of similar projects.	15	x	Max. 5 pt.	=	75
Subtotal:	35	x		=	175
COST EFFICIENCY/FISCAL MANAGEMENT: “Does the proposal...					
1. Reflect a project operational budget sufficient to support the proposed activities? Describe the fiscal management experience and the fiscal controls that will be used?	10	x	Max. 5pt	=	50
2. Describe the bidder’s ability to leverage other resources?	5	x	Max. 5pt	=	25
Subtotal:	15	x		=	75
ADMINISTRATIVE / ORGANIZATIONAL CAPACITY: “Does the proposal...					
1. Demonstrate the bidder’s ability to provide comprehensive outreach and enrollment services to the priority and/or targeted populations outlined in this RFP? Address program goals, oversight and supervision, and program evaluation? Describe the type, length, and engagement level of specific outreach activities proposed. Reflect adequate qualified project staff, administrative support and equipment.	10	x	Max. 5pt	=	50
2. Describe how outreach and application assistance will fit into the other activities of your organization. Will this outreach be bundled with other services?	5	x	Max. 5 pt.	=	25

3. Demonstrate the organization’s capacity to consistently follow up with clients and maintain relationships once the application process is completed.	5	x	Max. 5 pt.		25
4. Describe bidder’s situational sensitivity and culturally appropriate services; including accommodations for language and/or cultural differences.	5	x	Max. 5 pt.	=	25
5. Describe the bidder’s methods used to track client outcomes and generate reports.	5	x	Max. 5 pt.	=	25
Subtotal:	30	x		=	150
REFERENCES:					
1. Verifiable references.	5	x	Max. 5	=	
Subtotal:	5	x		=	25
ORAL PRESENTATION & INTERVIEW:					
1. Oral presentation.	15	x	Max. 5	=	75
Subtotal:	15	x		=	
Total:	100				
GRAND TOTAL					

J. CONTRACT EVALUATION AND ASSESSMENT

The County reserves the right to determine, at its sole discretion, whether:

1. Contractor has complied with all terms of this RFP; and
2. Any problems or potential problems with the proposed services which make it unlikely (even with possible modifications) that such services have met the County requirements.

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract and/or Contractor’s services as contracted for therein, the Contractor will be notified of contract termination effective forty-five (45) days following notice. The County will have the right to invite the next highest ranked bidder to enter into a contract. The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

K. NOTICE OF RECOMMENDATION TO AWARD

1. At the conclusion of the RFP response evaluation process (“Evaluation Process”), all bidders will be notified in writing by e-mail or fax, and certified mail, of the

contract award recommendation, if any, by Social Services Agency. The document providing this notification is the Notice of Recommendation to Award.

The Notice of Recommendation to Award will provide the following information:

- a. The name of the bidder being recommended for contract award; and
 - b. The names of all other parties that submitted proposals.
2. At the conclusion of the RFP process, debriefings for unsuccessful bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror's bid.
- a. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful bidder.
 - b. Debriefing may include review of successful bidder's proposal with redactions as appropriate.
3. The submitted proposals shall be made available upon request no later than five (5) business days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

L. BID PROTEST / APPEALS PROCESS

The County prides itself on the establishment of fair and competitive contracting procedures and the commitment made to following those procedures. The following is provided in the event that bidders wish to protest the bid process or appeal the recommendation to award a contract for this project once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the County.

1. Any Bid protest by any Bidder regarding any other Bid must be submitted in writing to the ACSSA Finance Director, located at 2000 San Pablo Avenue, 4th Floor, Oakland, CA 94612, Fax: (510) 267-9428, before 5:00 p.m. of the **FIFTH (5th) business day following the date of issuance of the Notice of Intent to Award, not the date received by the Bidder**. A Bid protest received after 5:00 p.m. is considered received as of the next business day.
 - a. The Bid protest must contain a complete statement of the reasons and facts for the protest.
 - b. The protest must refer to the specific portions of all documents that form the basis for the protest.

- c. The protest must include the name, address, email address, fax number and telephone number of the person representing the protesting party.
 - d. The County Agency/Department will transmit a copy of the bid protest to all bidders as soon as possible after receipt of the protest.
2. Upon receipt of written protest, ACSSA Finance Director, or designee will review and evaluate the protest and issue a written decision. The ACSSA Finance 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 appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing date.

The decision will be communicated by e-mail or fax, and certified mail, and will inform the bidder whether or not the recommendation to the Board in the Notice of Intent to Award is going to change. A copy of the decision will 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 protest could have resulted in the Bidder not being the apparent successful Bidder on the RFP.

3. The decision of the ACSSA Finance Director on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak St., Room 249, Oakland, CA 94612, fax number (510) 272-6502. The Bidder whose Bid is the subject of the protest, all Bidders affected by the ACSSA Finance Director's decision on the protest, and the protestor have the right to appeal if not satisfied with the ACSSA Finance Director's decision. All appeals to the Auditor-Controller's OCC shall be in writing and submitted within five (5) business days following the issuance of the decision by the ACSSA Finance Director, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day.
 - a. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
 - b. In reviewing protest appeals, the OCC will not re-judge the proposal(s). The appeal to the OCC shall be limited to review of the procurement process to determine if the contracting department materially erred in following the RFP or, where appropriate, County contracting policies or other laws and regulations.

- c. The appeal to the OCC also shall be limited to the grounds raised in the original protest and the decision by the ACSSA Finance Director. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal.
 - d. The decision of the Auditor-Controller's OCC is the final step of the appeal process. A copy of the decision of the Auditor-Controller's OCC will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidders affected by the decision.
4. The County will complete the Bid protest/appeal procedures set forth in this paragraph before a recommendation to award the Contract is considered by the Board of Supervisors.
 5. The procedures and time limits set forth in this paragraph 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.

M. TERM / TERMINATION / RENEWAL

1. The term of the contract, which may be awarded pursuant to this RFP, will be 12 months.
2. By mutual agreement, the contract, which may be awarded pursuant to this RFP, has the potential to be extended.

N. AWARD

1. Proposals will be evaluated by a committee and will be ranked in accordance with the RFP section entitled "Evaluation Criteria/Selection Committee."
2. The committee will recommend award to the bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be made to the bidder with the lowest price.
3. SLEB Participation

- a. SMALL, LOCAL AND EMERGING BUSINESS (SLEB) PARTICIPATION:
Contractor has been approved by County to participate in contract without SLEB participation (**SLEB waiver # F 592**). As a result, there is no requirement to subcontract with another business in order to satisfy the County's Small and Emerging Locally owned Business provision. **However, if circumstances or the terms of the contract should change**, Contractor may be required to immediately comply with the County's Small and Emerging Local Business provisions, including but not limited to:
- (1) Contractor must be a certified small or emerging local business(es) or subcontract a minimum 20% with a certified small or emerging local business(es).
 - (2) SLEB subcontractor(s) is independently owned and operated (i.e., is not owned or operated in any way by Prime), nor do any employees of either entity work for the other.
 - (3) Small and/or Emerging Local Business participation and current SLEB certification status must be maintained for the term of the contract. Contractor shall ensure that their own certification status and/or that of participating subcontractors (as is applicable) are maintained in compliance with the SLEB Program.
 - (4) Contractor shall not substitute or add any small and/or emerging local business(s) listed in this agreement without prior written approval from the County. Said requests to substitute or add a small and/or emerging local business shall be submitted in writing to the County department contract representative identified under Item #13 above. Contractor will not be able to substitute the subcontractor without prior written approval from the Alameda County Auditor Controller Agency, Office of Contract Compliance (OCC).
 - (5) All SLEB participation, except for SLEB prime contractor, must be tracked and monitored utilizing the Elation compliance System.

County will be under no obligation to pay contractor for the percent committed to a SLEB (whether SLEB is a prime or subcontractor) if the work is not performed by the listed small and/or emerging local business.

For further information regarding the Small Local Emerging Business participation requirements and utilization of the Alameda County Contract Compliance System contact the County Auditor- Controller's Office of Contract Compliance (OCC) located at 1221 Oak St., Rm. 249, Oakland, CA 94612 at Tel: (510) 891-5500, Fax: (510) 272-6502 or via E-mail at ACSLEBcompliance@acgov.org.

4. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
5. The County reserves the right to award to a single or multiple Contractors.
6. The County has the right to decline to award this contract or any part thereof for any reason.
7. Board approval to award a contract is required.
8. A contract must be negotiated, finalized, and signed by the recommended awardee prior to Board approval.
9. The RFP specifications, terms, conditions and Exhibits, RFP Addenda and Bidder's proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

O. METHOD OF ORDERING

1. A written PO and signed contract will be issued upon Board approval.
2. POs and payments for products and/or services will be issued only in the name of Contractor.
3. Contractor shall adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
4. Change orders shall be agreed upon by Contractor and County and issued as needed in writing by County.

P. 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 a complete, accurate and approved invoice and upon complete satisfactory receipt of product and performance of services.
3. County shall notify Contractor of any adjustments required to invoice.
4. Invoices shall contain County PO number, invoice number, remittance 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.
8. The County will pay Contractor monthly or as agreed upon, not to exceed the total RFP quoted in the bid response.

Q. ACCOUNT MANAGER / SUPPORT STAFF

1. Contractor shall provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Bidder's response to this RFP and any contract which may arise pursuant to this RFP.
2. Contractor shall also provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
3. Contractor account manager shall be familiar with County requirements and standards and work with the Alameda County Social Services Agency to ensure that established standards are adhered to.
4. Contractor account manager shall keep the County Specialist informed of requests from departments as required.

INSTRUCTIONS TO BIDDERS

R. COUNTY CONTACTS

Alameda County Social Services Agency is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through Alameda County Social Services Agency only.

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of bidder.

All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail by 5:00 p.m. on April 2nd, 2014 to:

Karen Obidah, Program Financial Specialist
Alameda County Social Services Agency
2000 San Pablo Ave., 4th floor
Oakland, CA 94612
E-Mail: kobida@acgov.org
PHONE: (510) 267-8608

The GSA Contracting Opportunities website will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. Go to http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp to view current contracting opportunities.

S. SUBMITTAL OF BIDS

1. All bids must be SEALED and must be received at the Alameda County Social Services Agency BY 2:00 p.m. on the due date specified in the Calendar of Events.

NOTE: LATE AND/OR UNSEALED BIDS CANNOT BE ACCEPTED. IF HAND DELIVERING BIDS PLEASE ALLOW TIME FOR METERED STREET PARKING OR PARKING IN AREA PUBLIC PARKING LOTS AND ENTRY INTO SECURE BUILDING.

Bids will be received only at the address shown below, and by the time indicated in the Calendar of Events. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.

All bids, 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

address prior to the time designated. The Contracts Department's timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

2. Bids are to be addressed and delivered as follows:

Medi-Cal and CalFresh Outreach and Enrollment
RFP No. 901016
Alameda County Social Service Agency
Contracts Office
2000 San Pablo Ave., 4th Floor
Oakland, CA 94612
Attn: Karen Obidah

Bidder's name, return address, and the RFP number and title must also appear on the mailing package.

3. Bidders are to submit one (1) original hard copy bid, signed with **BLUE** ink, plus five (5) copies of their proposal. Original proposal is to be clearly marked "ORIGINAL" with copies to be marked "COPY". All submittals should be printed on plain white paper, and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the proposal.

Bidders **must** also submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF and Optical Character Recognition (OCR) preferred), and shall be an **exact** scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation. The file must be on disk or USB flash drive and enclosed with the sealed original hardcopy of the bid.

4. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
5. No email (electronic) or facsimile bids will be considered.
6. All costs required for the preparation and submission of a bid shall be borne by Bidder.

7. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.
8. All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed its evaluation, an recommended award has been made by the County Selection Committee, and the contract has been fully negotiated with the recommended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five (5) business days before the recommendation to award and enter into contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will receive mailed recommendation to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project. In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
9. Each bid received, with the name of the bidder, shall be entered on a record, and each record with the successful bid indicated thereon shall, after the 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 ninety (90) days, unless otherwise specified in the Bid Documents.

T. RESPONSE FORMAT

1. Bid responses are to be straightforward, clear, concise and specific to the information requested.
2. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. Refer to EXHIBIT A – Bid Response Packet (ATTACHMENT No.1)
3. Bid responses, in whole or in part, are NOT to be marked 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. Please refer to the County's website at: <http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm> for more information regarding Proprietary and Confidential Information policies.
4. Proposals must be printed, on white 8 ½" by 11" paper. The font must be at least 12-point type in "Times New Roman" or equivalent font. Lines shall be single-spaced. Margins must be 1-inch from the top, bottom, left and right.

EXHIBIT A

RESPONSE PACKET

RFP No. 901016 –Med-Cal Outreach

REFER TO ATTACHMENT NO. 1



EXHIBIT B
FORMER REFERENCES
RFP NO. 901016 –MEDI-CAL AND CALFRESH OUTREACH

INTENTIONALLY OMITTED



EXHIBIT C
INSURANCE REQUIREMENTS
RFP NO. 901016 –MEDI-CAL AND CALFRESH OUTREACH

Insurance certificates are not required at the time of submission; however, by signing Exhibit A – Bid Response Packet, the bidder agrees to meet the minimum insurance requirements stated in the RFP, prior to award. 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 this Exhibit B – Insurance Requirements.

The following page contains the minimum insurance limits, required by the County of Alameda, to be held by the Contractor performing on this RFP:



EXHIBIT C

COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following insurance coverage, limits and endorsements:

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers' Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$100,000 per accident for bodily injury or disease
D	Professional Liability/Errors & Omissions Includes endorsements of contractual liability	\$1,000,000 per occurrence \$2,000,000 project aggregate
E	<p>Endorsements and Conditions:</p> <ol style="list-style-type: none"> ADDITIONAL INSURED: All insurance required above with the exception of Professional Liability, Personal Automobile Liability, Workers' Compensation and Employers Liability, shall be endorsed to name as additional insured: County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees and representatives. DURATION OF COVERAGE: All required insurance shall be maintained during the entire term of the Agreement with the following exception: Insurance policies and coverage(s) written on a claims-made basis shall be maintained during the entire term of the Agreement and until 3 years following termination and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. REDUCTION OR LIMIT OF OBLIGATION: All insurance policies shall be primary insurance to any insurance available to the Indemnified Parties and Additional Insured(s). Pursuant to the provisions of this Agreement, insurance effected or procured by the Contractor shall not reduce or limit Contractor's contractual obligation to indemnify and defend the Indemnified Parties. INSURER FINANCIAL RATING: Insurance shall be maintained through an insurer with a minimum A.M. Best Rating of A- or better, with deductible amounts acceptable to the County. Acceptance of Contractor's insurance by County shall not relieve or decrease the liability of Contractor hereunder. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. SUBCONTRACTORS: Contractor shall include all subcontractors as an insured (covered party) under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein. JOINT VENTURES: If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by any one of the following methods: <ul style="list-style-type: none"> Separate insurance policies issued for each individual entity, with each entity included as a "Named Insured (covered party), or at minimum named as an "Additional Insured" on the other's policies. Joint insurance program with the association, partnership or other joint business venture included as a "Named Insured. CANCELLATION OF INSURANCE: All required insurance shall be endorsed to provide thirty (30) days advance written notice to the County of cancellation. CERTIFICATE OF INSURANCE: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of Insurance and applicable insurance endorsements, in form and satisfactory to County, evidencing that all required insurance coverage is in effect. The County reserves the rights to require the Contractor to provide complete, certified copies of all required insurance policies. The require certificate(s) and endorsements must be sent to: <p>- Contracts Office / 2000 San Pablo Ave. 4th floor, Oakland, CA 94612</p>	

**EXHIBIT D
CBO Master Contract**

RFP No. 901016 –Medi-Cal Outreach

The Community Based Organization (CBO) Master Contract is not required at the time of submission; however, all new CBO contractors with Alameda County will be required to execute and abide by the terms and conditions of the CBO Master Contract, prior to award. By signing and submitting Exhibit A – Bid Response Packet, the bidder acknowledges they have read and understand all terms and conditions of the CBO Master Contract. The CBO Master Contract serves as the foundation for all future award and contracts between the CBO and Alameda County.

The following pages contain the terms and conditions of the CBO Master Contract:

Contract Reference No. _____

COMMUNITY BASED ORGANIZATION MASTER CONTRACT

THIS CONTRACT, made and entered into on this _____ day of _____, 20 by and between the **COUNTY OF ALAMEDA**, a body corporate and politic of the State of California, hereinafter referred to as "**County**," and, _____ doing business at _____ hereinafter referred to as "**Contractor**".

WITNESSETH:

WHEREAS, County is desirous of contracting with Contractor for the provision of certain services, a description of which is presented in Exhibit A(s), attached hereto; and

WHEREAS, Contractor is receiving funds pursuant to the funding source indicated in Exhibit B(s); and

WHEREAS, Contractor is willing to provide proof of insurance as specified in Exhibit C; and

WHEREAS, Contractor willingly agrees to participate in audits required by the County as defined in Exhibit D(s); and

WHEREAS, Contractor is willing and able to perform duties and render services which are determined by the Board of Supervisors to be necessary or appropriate for the welfare of residents of County; and

WHEREAS, County desires that such duties and services be provided by Contractor, and Contractor agrees to perform such duties and render such services, as more particularly set forth below:

NOW, THEREFORE, IT IS HEREBY MUTUALLY AGREED as follows:

1. **Term of Agreement.** The Term of this Agreement begins on the __Day of ____, 20__ and shall continue year to year as specified more particularly in Exhibit B(s) provided funding is allocated by the County Board of Supervisors, until terminated in accordance with this Agreement.

Contractor understands and agrees that there is no representation, implication, or understanding that the services provided by Contractor under this Agreement will be purchased by County from Contractor under a new Agreement following expiration or termination of this Agreement. Contractor waives all rights or claims to notice or hearing respecting any failure by County to continue to purchase all or any such service from Contractor following the expiration or termination of this Agreement.

2. **Program Description and Performance Requirements -- Exhibit A(s).** This Agreement shall be accompanied by, marked Exhibit A(s), and by this reference made a part hereof, a description of the duties and services to be performed for County by Contractor, and Contractor agrees to comply with all provisions, to perform all work, and to provide all such duties and services set forth in Exhibit A(s) in a professional and diligent manner.

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3. **Terms and Conditions of Payment -- Exhibit B(s).** County has allocated the sum as indicated in Exhibit B(s), to be expended as described in this Agreement. Unless an amendment to this Agreement otherwise provides, that amount shall in no event be exceeded by Contractor, and County shall under no circumstances be required to pay in excess of that amount. Payment shall be made pursuant to the terms and conditions set forth in Exhibit B(s), attached hereto and by this reference made a part hereof. Sums not so paid shall be retained by County.

Unless it is otherwise provided in Exhibit B(s) to this Agreement, Contractor shall submit all claims for reimbursement under the Agreement within ninety (90) days after the ending date of the Agreement. All claims submitted after ninety (90) days following the ending date of the Agreement will not be subject to reimbursement by the County. Any "obligations incurred" included in claims for reimbursements and paid by the County which remain unpaid by the Contractor after ninety (90) days following the ending date of the Agreement will be disallowed under audit by the County.

Contractor agrees to comply with all requirements which are now, or may hereafter be, imposed by the funding government with respect to the receipt and disbursement of the funds referred to in Exhibit B(s), as well as such requirements as may be imposed by County. Without limiting the generality of the foregoing, Contractor agrees that it will not use funds received pursuant to this

Agreement, either directly or indirectly, as a contribution in order to obtain any Federal funds under any Federal programs without prior written approval of County.

4. **Insurance -- Exhibit C.** Contractor shall maintain in force, at all times during the term of this Agreement, those insurance and bonding documentation described in Exhibit C attached hereto and made a part of this Agreement, and shall comply with all other requirements set forth in that Exhibit. Contractor shall provide Worker's Compensation insurance at Contractor's own cost and expense, and neither Contractor nor its carrier shall be entitled to recover from the County any costs, settlements, or expenses or Worker's Compensation claims arising out of this Agreement.

5. **Additional Fiscal Provisions.** Contractor shall not claim reimbursement from County for (or apply sums received from County with respect to) that portion of its obligations which has been paid by another source of revenue.

Unrestricted or undesignated private charitable donations and contributions shall not be considered revenue applicable to this Agreement; Contractor has total freedom in planning for the usage of such resources in expanding and enriching programs, or in providing for such other operating contingencies as it may desire. Nothing herein shall be deemed to prohibit Contractor from contracting with more than one entity to perform additional work similar to or the same as that herein contracted for.

6. **Records:** Contractor shall maintain on a current basis complete financial records including, but not necessarily limited to, books of original entry, source documents in support of accounting transactions, a general ledger, personnel and payroll records, canceled checks, and related documents in accordance with generally accepted accounting principles and any specific requirements of the applicable funding source.

Contractor shall maintain on a current basis complete records pertaining to the provision of services and eligibility, including, but not limited to, medical records, client files, participant records, patient logs or other service related documentation in accordance with instructions provided by County.

Contractor shall maintain on a current basis complete records pertaining to Contractor's organizational structure and activities, including, but not limited to, bylaws, articles of incorporation, documentation of tax exempt status, Board of Directors roster, minutes of meetings of the Board of Directors and committees, administrative program policies and procedures and any other documents required by County or the State or federal government or the applicable funding source.

Contractor will cooperate with County in the preparation of, and will furnish any and all information required for, reports to be prepared by County and/or Contractor as may be required by the rules, regulations, or requirements of County or any other governmental entity or applicable funding source. County shall specify in detail the cooperation required.

Records shall be retained by Contractor, and shall be made available for auditing and inspection, for no less than five (5) years following the provision of any services pursuant to this

Agreement, or for a longer period as required by the applicable funding source. If Contractor enters into any County-approved agreement with any related organization to provide services such agreement shall contain a clause to the effect that the related records of that organization shall be retained, and shall be made available for auditing and inspection, for no less than five (5) years following its provision of services pursuant to the subcontract, or for a longer period as required by the applicable funding source.

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County reserves the right to issue further instructions regarding the extent of records required to be kept, the format to be used, and record retention and access requirements as is necessary to perform audits and to otherwise comply with requirements set forth by applicable funding sources.

7. **Audits:** Contractor's records, as defined in this Agreement, shall be accessible to County for audit and inspection to assure proper accounting of funds, and to certify the nature of, and evaluate Contractor's performance of its obligations as set forth in this Agreement. County shall be entitled to access onto Contractor's premises to observe operations, inspect records or otherwise evaluate performance at all reasonable times and without advance notice. County shall conduct inspections and manage information in a manner consistent with applicable laws relating to confidentiality of records and in a manner that will minimize disruption of Contractor's work.

Separate and apart from the audit and inspection provisions set forth immediately above, Contractor's records will be subject to audits as required by Federal and/or State agencies and/or other funding sources. These audits include those performed pursuant to applicable OMB Circulars, as described more fully in Exhibit D of this Agreement, or audits otherwise authorized by Federal or State law.

8. **Indemnification:** Contractor agrees to indemnify, to defend at its sole expense, to save and hold harmless County, its officers, agents, and employees from any and all liability in addition to any and all losses, claims, actions, lawsuits, damages, judgments of any kind whatsoever arising out of the negligent acts, omissions or intentional misconduct of Contractor or Contractor's employees, agents, subcontractors or volunteers in performance of services rendered pursuant to this Agreement.

County agrees to indemnify, to defend at its sole expense, to save and hold harmless Contractor, its officers, agents, and employees from any and all liability in addition to any and all losses, claims, actions, lawsuits, damages, judgments of any kind whatsoever arising out of the negligent acts, omissions or intentional misconduct of County or County employees, agents, subcontractors or volunteers in performance of services rendered pursuant to this Agreement.

9. **Subcontracting:** None of the work to be performed by Contractor shall be subcontracted without the prior written consent of County. Contractor shall be as fully responsible to County for the acts and omissions of any subcontractors, and of persons either directly or indirectly employed by them, as Contractor is for the acts and omissions of persons directly employed by Contractor.

Contractor shall not transfer any interest in this Agreement (whether by assignment or novation) without prior written approval of County. However, Contractor may assign its rights to receive compensation from the County for performance of the Agreement to financial institutions for the purpose of securing financial resources, provided that written consent from the supervising department shall have first been obtained. No party shall, on the basis of this agreement, in any way contract on behalf of, or in the name of, the other party to the Agreement, and any attempted violation of the provisions of this sentence shall confer no rights, and shall be void.

10. **Independent Contractor Status:** Neither the Contractor nor any of its employees shall by virtue of this Agreement be an employee of County for any purpose whatsoever, nor shall it or they be entitled to any of the rights, privileges, or benefits of County employees. Contractor shall be deemed at all times an independent contractor and shall be wholly responsible for the manner in which it performs the services required of it by the terms of this Agreement. Contractor assumes exclusively the responsibility for the acts of its employees as they relate to the services to be provided during the course and scope of their employment.

11. **Confidentiality:** Contractor agrees to maintain the confidentiality of any information which may be obtained with this work. Contractor shall comply with whatever special requirements in this regard as are described or referred to in Exhibit A(s) to this Agreement. Confidential information is defined as all information disclosed to Contractor which relates to County's past, present and future activities, as well as activities under this Agreement. Contractor will hold all such information in trust and confidence. Upon cancellation or expiration of this Agreement, Contractor will return to County all written or descriptive matter which contains any such confidential information.

County shall respect the confidentiality of information furnished by Contractor to County as specified in Exhibit A(s) or as otherwise provided by law.

12. **Termination Provisions:** *Termination for Cause* --If County determines that Contractor has failed, or will fail, through any cause, to fulfill in a timely and proper manner its obligations under the Agreement, or if County determines that Contractor has violated or will violate any of the covenants, agreements, provisions, or stipulations of the Agreement, County shall thereupon have the right to terminate the Agreement by giving written notice to Contractor of such termination and specifying the effective date of such termination.

Without prejudice to the foregoing, Contractor agrees that if prior to or subsequent to the termination or expiration of the Agreement upon any final or interim audit by County, Contractor shall have failed in any way to comply with any requirements of this Agreement, then Contractor shall pay to County forthwith whatever sums are so disclosed to be due to County (or shall, at

County's election, permit County to deduct such sums from whatever amounts remain undisbursed by County to Contractor pursuant to this Agreement or from whatever remains due Contractor by County from any other contract between Contractor and County).

Termination Without Cause --County shall have the right to terminate this Agreement without cause at any time upon giving at least 30 days written notice prior to the effective date of such termination.

Termination By Mutual Agreement --County and Contractor may otherwise agree in writing to terminate this Agreement in a manner consistent with mutually agreed upon specific terms and conditions.

13. Compliance with Laws: Contractor shall observe and comply with all applicable laws, ordinances, codes and regulations of governmental agencies, including federal, state, municipal and local governing bodies, having jurisdiction over the scope of services or any part hereof, including Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), all provisions of the Occupational Safety and Health Act of 1979 and all amendments thereto, and all applicable federal, state, municipal and local safety regulations. All services performed by Contractor must be in accordance with these laws, ordinances, codes and regulations. Contractor shall indemnify and save County harmless from any and all liability, fines, penalties and consequences from any noncompliance or violations of such laws, ordinances, codes and regulations. A violation of such laws, ordinances, codes and regulations shall constitute a material breach of this Agreement and can lead to the termination of this Agreement and appropriate legal proceedings.

14. Accident Reporting: If a death, serious personal injury, or substantial property damage occurs in connection with the performance of this Agreement, Contractor shall immediately notify the Supervising Department by telephone. Contractor shall promptly submit a written report, in such form as may be required by Supervising Department, of all accidents which occur in connection with this Agreement. This report must include the following information: (1) name and address of the injured or deceased person(s); (2) name and address of Contractor's subcontractor, if any; (3) name and address of Contractor's liability insurance carrier; and (4) a detailed description of the circumstances surrounding the accident, whether any of the County's equipment, tools, materials or staff were involved and the extent of damage to County and or other property; (5) determination of what effect, if any, accident will have upon Contractor's ability to perform services.

15. Personal Property: Unless otherwise provided in Exhibit B(s) to this Agreement, in the event that payment under this Agreement is other than by fee-for-service, title to all personal property having a unit purchase price of over \$1,000 acquired by Contractor in connection with this Agreement or the services rendered pursuant thereto shall vest in County, and shall be returned to County at the expiration or termination of the Agreement.

16. Non-Discrimination: Contractor assures that he/she will comply with the Americans with Disabilities Act and Title VII of the Civil Rights Act of 1964. Contractor further agrees and that no person shall, on the grounds of race, creed, color, disability, sex, sexual orientation or national origin, age, religion, Vietnam Era Veteran's status, political affiliation, or any other non-merit factors, be

excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Agreement.

17. Governing Board Limitations; Conflict of Interest: Contractor shall observe and comply with all applicable laws, ordinances, codes and regulations of governmental agencies, including federal, state, municipal and local governing bodies regarding conflicts of interest.

If Contractor has entered into this Agreement as a not-for-profit organization as defined by state and federal law, and is in receipt of funds from County based on such status, Contractor shall at all times conduct its business in a manner consistent with that required of a not-for-profit organization by applicable laws.

Contractor, whether or not a not-for-profit organization, shall not permit any member of its governing board to perform for compensation any administrative or operational functions for the Contractor with respect to the performance of this contract, be it in the capacity as director, officer or employee, (including, but not by way of limitation, fiscal, accounting, or bookkeeping functions) without first obtaining the written consent of the County Agency Director/Chief Administrator. No administrative employee, officer or director of Contractor may do any of the following *without first having given advanced written notice to the County Agency Director/Chief Administrator:*

- Receive funds from County other than those funds provided pursuant to the Agreement;
- Simultaneously serve as an employee, officer or director of another community based organization;
- Simultaneously serve as a Director of another governing board or commission which could have influence over the operations of Contractor.

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Contractor shall not, *without having given advanced written notice to County Agency Director/Chief Administrator of its intention,* do any of the following:

Employ any person who is related by blood or marriage to another employee, a manager, or a member of the governing board of the Contractor;

Contract for the acquisition of goods or services for more consideration than would be paid for equivalent goods or services on the open market from any person who is related by blood or marriage to a manager or a member of the governing board of the Contractor; or

Contract for the acquisition of goods or services for more consideration than would be paid for equivalent goods or services on the open market from any organization in which any person who is related by blood or marriage to a manager or member of the governing board of the Contractor has a substantial personal financial interest..

Contractor shall not, during the term of this Agreement, permit any member of the governing board of the Contractor to have or acquire, directly or indirectly, any personal financial interest in the performance of the Agreement, as by providing goods or services for compensation, or otherwise, *without having first disclosed the same to the board and the County Agency*

Director/Chief Administrator, and said member shall not participate in board discussion or action on such matter.

Should the County Agency Director/Chief Administrator object to such employment or contracting and a resolution cannot be achieved then the act of proceeding on such employment or contracting shall constitute grounds for Termination of this Agreement for cause under the provisions of paragraph 12.

18. **Drug-free Workplace:** Contractor and Contractor's employees shall comply with the County's policy of maintaining a drug-free workplace. Neither Contractor nor Contractor's employees shall unlawfully manufacture, distribute, dispense, possess or use controlled substances, as defined in 21 U.S. Code Section 812, including marijuana, heroin, cocaine, and amphetamines, at any County facility or work site. If Contractor or any employee of Contractor is convicted or pleads nolo contendere to a criminal drug statute violation occurring at a County facility or work site, the Contractor, within five days thereafter, shall notify the Supervising Department of the County department/agency for which the Agreement services are performed. Violation of this provision shall constitute a material breach of this Agreement.

19. **Modifications to Agreement.** County shall assign a liaison to Contractor with respect to the performance of this Agreement. Unless otherwise provided in Exhibit A(s) and/or B(s) to this Agreement, any adjustments requested by the Contractor to line items of a budget or to the program description included as an exhibit to this Agreement may only be made upon written approval of the supervising department. Such adjustments shall not alter (1) services or other performance to be provided under this Agreement, (2) the time of performance of any act hereunder, or (3) the total amount of money allocated hereunder.

This Agreement can be amended only by written agreement of the parties hereto.

20. **Designation of Authorized Personnel.** Contractor shall provide County with a list of Contractor's employees or members of Contractor's Board of Directors who have been authorized to act on behalf of Contractor in its dealings with County. An "act" on behalf of Contractor includes but is not necessarily limited to, execution of Agreement, Agreement amendments and exhibits, signing of claims, and authorization of payment on invoices. The list shall be updated as necessary to accurately reflect such authorizations.

Notice. All notices required hereunder will be in writing and served personally or by certified mail, return receipt requested, postage prepaid, at the addresses shown below:

CONTRACTOR: _____

COUNTY: Contracts Office C/O Karen Obidah
Alameda County Social Services Agency
2000 San Pablo Ave., 4th Floor
Oakland, Ca 94612

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date first mentioned above.

By _____

(Name: _____) Board of Supervisors, President

Contractor Name _____

Street Address

City, State, Zip Code

By _____

Authorized Signature of Contractor

Approved as to form:

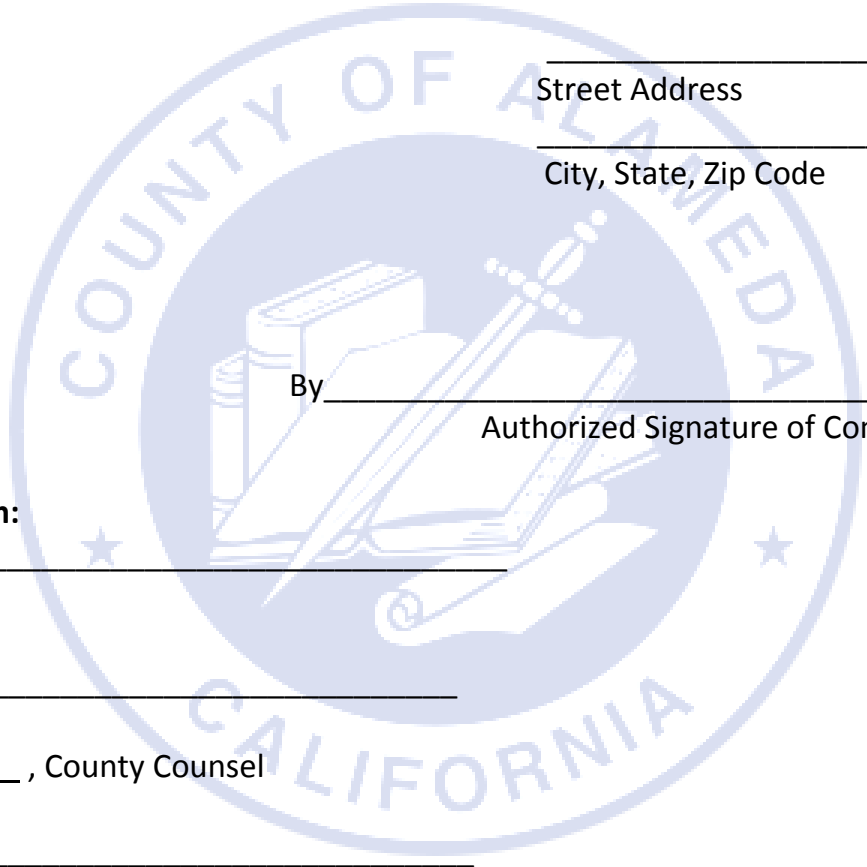
Title

Federal ID No _____

_____, County Counsel

By _____

Deputy County Counsel



**EXHIBIT E
EXCEPTIONS, CLARIFICATIONS, AMENDMENTS
RFP NO. 901016 –MEDI-CAL OUTREACH**

INTENTIONALLY OMITTED



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EXHIBIT F
VENDOR BID LIST
RFP No. 901016 –Medi-Cal and CalFresh Outreach

INTENTIONALLY OMITTED

