

# **\*\*IMPORTANT NOTICE\*\***

- The format of this RFP has been simplified.
- Only the following pages require signatures:  
Exhibit A – Bid Response Packet,
  1. Bidder Information and Acceptance cover page must be signed by Bidder
  2. RFP Pre-screening Response checklist must be signed by Bidder

Please read **EXHIBIT A – Bid Response Packet** carefully, **INCOMPLETE BIDS WILL BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date.



**COUNTY OF ALAMEDA**  
**REQUEST FOR PROPOSAL No. SCSEP-2018**  
**for**  
**Senior Community Service Employment Program**  
**Under**  
**TITLE V, OLDER AMERICANS ACT, as amended in 2016**  
**MELLO-GRANLUND OLDER CALIFORNIANS ACT of 1996**

**For complete information regarding this project, see RFP posted at [http://www.acgov.org/gsa\\_app/gsa/purchasing/bid\\_content/contractopportunities.jsp](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) or contact the County representative listed below. Thank you for your interest!**

**Contact Person: Tracy Murray, Director, Area Agency on Aging**

**Phone Number: (510) 577-1966**

**E-mail Address: [tmurray@acgov.org](mailto:tmurray@acgov.org)**

**RESPONSE DUE**

**by**

**2:00 p.m. on**

**February 28, 2018**

**at**

**Alameda County, Area Agency on Aging**  
**6955 Foothill Boulevard, Suite 143, Oakland, CA 94605**

# COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. SCSEP-2018  
SPECIFICATIONS, TERMS & CONDITIONS  
for

## Senior Community Service Employment Program

Under

TITLE V, OLDER AMERICANS ACT, as amended in 2016  
MELLO-GRANLUND OLDER CALIFORNIANS ACT of 1996

### TABLE OF CONTENTS

	Page
<b>I. STATEMENT OF WORK</b> .....	<b>4</b>
A. BACKGROUND .....	4
B. INTENT .....	4
C. SCOPE.....	5
D. ADDITIONAL SPECIFIC REQUIREMENTS.....	7
E. DELIVERABLES / REPORTS .....	9
<b>II. CALENDAR OF EVENTS</b> .....	<b>11</b>
F. NETWORKING / BIDDERS CONFERENCES.....	12
<b>III. COUNTY PROCEDURES, TERMS, AND CONDITIONS</b> .....	<b>13</b>
G. EVALUATION CRITERIA / SELECTION COMMITTEE.....	13
H. CONTRACT EVALUATION AND ASSESSMENT .....	18
I. NOTICE OF INTENT TO AWARD .....	19
J. BID PROTEST .....	19
K. TERM / TERMINATION / RENEWAL .....	22
L. QUANTITIES .....	22
M. PRICING.....	22
N. AWARD .....	22
O. INVOICING .....	24
<b>IV. INSTRUCTIONS TO BIDDERS</b> .....	<b>24</b>
P. COUNTY CONTACTS.....	24
Q. SUBMITTAL OF BIDS .....	25
R. RESPONSE FORMAT.....	28
S. ADDITIONAL REQUIRED DOCUMENTATION .....	28

### ATTACHMENTS

EXHIBIT A	BID RESPONSE PACKET
EXHIBIT B	INSURANCE REQUIREMENTS
EXHIBIT C	BUDGET INSTRUCTIONS AND TEMPLATE
EXHIBIT D	DATA REPORTING REQUIREMENTS
EXHIBIT E	EMERGENCY PREPAREDNESS

## **I. STATEMENT OF WORK**

### **A. BACKGROUND**

Area Agencies on Aging (AAAs) were established under the Older Americans Act (OAA) in 1965 to respond to the needs of Americans 60 and over in every local community. The Alameda County Area Agency on Aging is a department within the Adult & Aging Services division of the Alameda County Department of Social Services. The AAA provides services throughout Alameda County and currently administers 72 contracts that provide services for approximately 65,000 older adults a year. Funding for these contracts is provided primarily from the Older Americans Act, U.S. Dept. of Labor, as well as California state funding, and County General Funds. The AAA fulfills its mission of planning, coordinating, and delivering services in Alameda County through a network of approximately 40 providers.

The Senior Community Service Employment Program (SCSEP) is the only federally mandated job training program focused on serving low-income workers age 55 years and older. SCSEP is authorized under the Older Americans Act (OAA) and administered by the U.S. Department of Labor, Employee and Training Administration (USDOL/ETA). Funds are distributed to the states and AAAs. The SCSEP serves the dual purpose as a training program for low-income older workers and a source of subsidized staff trainees for community-based organizations.

### **B. INTENT**

It is the intent of these specifications, terms and conditions to describe the needs and requirements of the Senior Community Service Employment Program (SCSEP) Title V, that the County of Alameda, Area Agency on Agency (AAA), intends to contract out to a qualified agency, to serve older adults in the Central, South and East regions of Alameda County. Primary funding for these services is available to the AAA through contracts with the California Department of Aging (CDA) and federal funding from the Dept of Labor, as well as limited county General Funds. All awardees must conform to requirements of the OAA, [[42 USC 3001-3058](#)], [[45CFR§1321.63-§1321.71](#)] and the Older Californians Act, [[22 CCR § 7550-7716](#)] and CDA Program Memoranda. The cited State and federal regulations, relevant OMB regulations, Policy Manuals, and other Program Memorandum may be viewed by searching online for the cited regulations, or by calling the AAA office for assistance.

The County intends to initially award a 1-year contract (July 1, 2018- June 30, 2019), with the option to review and renew for up to three additional years, based upon funding available and satisfactory performance. A contract is expected to be awarded in the program service area described in the Scope section below, to the bidder selected as

the most responsible bidder whose response conforms to the RFP and meets the County’s requirements. It is the intent of the AAA to fund and support organizations who provide responsible stewardship for funds and programs and who approach services from the viewpoint of collaboration. The AAA seeks agencies who can best demonstrate a commitment to these principles in serving their communities and in designing and participating in cooperative, integrated support systems for elders.

The AAA estimates that a total of \$167,940 will be available for funding for the period of Fiscal Year 2018-2019. The AAA estimates that a total of \$146,035 will be available from OAA and \$21,905 from County General Funds. The actual award will be dependent on funding available. The total amount of funding is outlined in the chart below:

<b>Service Category</b>	<b>Amount Available</b>
Senior Community Services Employment Program; Title V, OAA	\$167,940

**C. SCOPE**

The Senior Community Service Employment Program (SCSEP), also known as Title V, provides part-time work-based training opportunities at local community service agencies for older Californians, age 55 and older, who have poor employment prospects and are unemployed. SCSEP assists individuals in finding employment opportunities in the community through a variety of supportive services such as personal and job-related counseling, job training, and job referrals. SCSEP providers also educate employers about the benefits of hiring older workers. People eligible are those who are 55 years of age and older, whose income does not exceed 125 percent of the Federal Poverty Level, and who reside in the Central, South and East Regions of Alameda county. The Central region consists of the following communities: Ashland, Castro Valley, Cherryland, Fairview, Hayward, San Leandro, and San Lorenzo. The South region consists of the following communities: Fremont, Newark, and Union City. The East region consists of the following communities: Dublin, Livermore, Pleasanton and Sunol.

**Geographic Distribution of Funds**

Subsidized employment shall be provided for an average of fifteen (15) persons with a minimum enrollment level of 85%. Demographic analysis of the senior population in the Central, South and East service areas of Alameda County provides the following percentages/ positions for each of the three areas.

Central: 47% or 7 positions

East: 17% or 3 positions

South: 36% or 5 positions

1. The Contractor shall implement statutory provisions of the Title V SCSEP in accordance with all applicable laws and regulations.
  - a. Older Americans Act of 1965, as Amended in 2006, Public Law 109-365.
  - b. 20 CFR Part 641 SCSEP Final Rule, September 1, 2010.
  - c. Workforce Investment Act of 1998 (WIA), Public Law 105- 220, Section 121(b)(1)(B)(vi) or 29 U.S.C. 2841 (b)(1)(B)(vi).
  - d. 29 CFR Part 95.5.
  - e. 29 CFR Part 97.40.
  - f. 20 CFR Part 652 et al.
  - g. 20 CFR Part 662.200-280.
  - h. The Jobs for Veterans Act of 2002, Public Law 107-288, 38 USC 4215.
  - i. The Americans with Disabilities Act (ADA), Public Law 110-325.
  - j. Age Discrimination in Employment Act of 1967, Public Law 90-202.
  - k. Age Discrimination Act of 1975, 42 USC §6101-6107.
  - l. Program Memoranda as issued by CDA, the Title V SCSEP New Coordinator Handbook, other laws, regulations, and guidance pertaining to SCSEP posted on the CDA website.
  - m. Any other subsequent Training and Employment Guidance Letters (TEGLs), memos, bulletins, or similar instructions issued during the term of this Agreement by DOL.
2. The Contractor shall review, approve, and monitor budgets and expenditures and any subsequent amendments and revisions to budgets. Contactor shall, to the extent feasible, ensure that all budgeted funds are expended by the end of each fiscal year. [20 CFR 641.430(f)] [29 CFR 95.5] [29 CFR 97.40]

3. Develop methods of recruitment and selection that will assure the maximum number of eligible individuals the opportunity to participate in the program. [20 CFR 641.515(a)]
4. Provide an orientation to participants that include information on project goals and objectives; community service training assignments; training opportunities; available supportive services; the availability of a free physical examination; participant's rights and responsibilities; CDA Participant Termination Policy; CDA Grievance Policy; and permitted and prohibited political activities. [20 CFR 641.535(a)(1)] [CDA PM 11-06] [CDA PM 11-20]
5. Conduct individual assessments of the participants' work history; skills and interests; talents; physical capabilities; aptitudes; occupational preferences; need for supportive services; potential for performing proposed community service assignment duties; and potential for transition to unsubsidized employment. Assessments must be conducted no less frequently than two times during a 12-month period. [20 CFR 641.535(a)(2)].
6. Provide an Individual Employment Plan (IEP) for each participant based on an assessment. IEPs shall be developed in partnership with each participant and must reflect the needs as well as the expressed interests and desires of the participant. The initial IEP should include an appropriate employment goal for each participant. IEPs shall be updated as necessary to reflect information gathered during the participants' assessment. IEPs shall contain goals, action steps to achieve goals, and timelines to complete goals. [20 CFR 641.140] [20 CFR 641.535(a)(3)]
7. Provide or arrange for training for participants specific to their community service assignment or in support of their training needs identified in their IEP. [20 CFR 641.535(a)(5)(6)]
8. Submit all requests for an OJE to the Department for approval prior to exercising the OJE with any participants. [Older Worker Bulletin No. 04-04]
9. Obtain and record the personal information necessary for a proper determination of eligibility for all participants and maintain documentation supporting their eligibility. The income of each participant shall be recertified once every 12 months. Documentation records shall be maintained in a confidential manner. [20 CFR 641.505]

10. Cooperate with community, employment, and training agencies, including agencies under the WIA and provided through OSCC, to provide services to low-income older workers. [20 CFR 641.200]
11. Participate in the development of the SCSEP State Plan. Local activities must support the strategic focuses outlined in the SCSEP State Plan. [20 CFR 641.315(a)]
12. Follow-up with participants placed into unsubsidized employment to determine whether they are still employed and to make certain that participants receive any follow-up services they may need to ensure retention. [20 CFR 641.545(c)]
13. As mandated partner under the WIA, the Title V SCSEP Contractor must have a signed Memorandum of Understanding (MOU) with the Local Workforce Investment Board(s) and the OSCC(s) detailing how services will be provided. [20 CFR 662.200-300]
14. The MOU must contain the following components: [29 USC 2841(c)] [20 CFR 652 et al.] [20 CFR 662.230(c)] [20 CFR 662.300(a)]
  - a. A description of the functions/services to be performed for One-Stop clients.
  - b. An explanation of how the costs of these functions/services and One-Stop operations will be funded.
  - c. A description of the methods to be used for referring clients among the partners.
  - d. The duration of the MOU and procedures for amending it.
15. Maintain an up-to-date Charter Oak Group (COG) Data Collection Handbook, BCT Partners Data Validation Handbook, and related departmental requirements so that all responsible persons have ready access to standards, policies, and procedure. [20 CFR 641.879(b)] [20 CFR 641.879 (d)(e)]
16. Have computers dedicated to this program with access to the Internet, and adequate staffing to provide all management reports required by the State Department of Aging as well as the Department of Labor's (SPARQ) electronic reporting requirements. Use the program data collection and reporting system as required by the Department of Labor. [OAA 503(f)(3)-(4)]

17. Submit all requests for a Transfer/Change utility transaction in SPARQ to the Department for prior approval. [SCSEP Data Collection Handbook rev. 6 (4/19/2010)]
18. The Contractor shall meet the annual negotiated performance measures established by the U. S. Department of Labor, which include the following Core Indicators: [OAA 513(b)(1)] [20 CFR 641.700(b)]
  - a. Hours of community service employment.
  - b. Entry into unsubsidized employment.
  - c. Retention in unsubsidized employment for six months.
  - d. Earnings.
  - e. The number of eligible individuals served.
  - f. The number of most-in-need individuals served.
19. Additional Indicators include: [OAA 513(b)(2)] [20 CFR 641.700(c)]
  - a. Employment Retention (1 year).
  - b. Customer Satisfaction (Employer, Host Agency, Participant.)

**D. ADDITIONAL SPECIFIC REQUIREMENTS**

1. Service locations must be situated in or be accessible to concentrations of consumers in the greatest social and economic need.
2. Providers must demonstrate the ability to reach out to targeted populations.
3. Programs must utilize the views of participants when evaluating the effectiveness of services received.
4. All proposals for OAA funds shall conform to all applicable provisions of laws and regulations, including, but not limited to, the OAA as amended, the Civil Rights Act, the Americans with Disabilities Act, and applicable Federal or State regulations.
5. Programs must have procedures to protect the confidentiality and privacy of information about, or obtained from, participants or consumers.

6. Successful applicants must have in place a written complaint resolution process that meets requirements of Title 22 [CCR§7400], and that is in alignment with the Alameda AAA Grievance Resolution Policy. All contractors will post and advise clients of their complaint resolution process.
7. All contractors are required to attend Provider Meetings scheduled by the AAA.
8. All contractors must have a written Emergency Operations Plan that can be activated in an emergency. The plan shall include 1.) preparation of the facility 2.) training for all staff, volunteers and participants in the agency's emergency operations plan, and 3.) fire safety preparations.
9. Provide access by County of Alameda, AAA, State of California, CDA, Federal AoA officials, to financial and other records pertaining to the program encompassed by the contract.
10. Provide Federal Tax Identification Number to the AAA.
11. Submit monthly program and expenditure reports in the prescribed format by the date due, and maintain statistical and financial data in such a way as to document and assure the accuracy of the data presented in the required monthly program and financial reports.
12. Submit final financial and program reports no later than thirty (30) days following the end of the contract period.
13. Comply with all federal, state, and local rules, regulations and policies, including, but not limited to, Office of Management and Budget (OMB) Circulars A-87, A-102, A-110, A-122, A-133, Federal Code of Regulations [45CFR§1321.63 - §1321.71] and California Title 22 [22CCR§7500-7716].
14. All third-party contracts must be approved by the County and conform to CDA and AAA policies for an open competitive process. The applicant's open competitive process and contract specifications must be described in the plan for service delivery at the time the proposal is submitted. It must also set forth clear procedures for financial accountability and service delivery.
15. Prior to awarding a contract to any for-profit entity, the California Dept. of Aging (CDA) must also review and approve the contractor's bid proposal.

16. Within the first 90 days of the contract, all contractors must have written personnel policies and procedures, written job descriptions for all staff involved in the project, and a written Emergency Preparedness Plan.
17. Agencies are required to maintain financial and program records necessary for fiscal monitoring and audit review and make periodic reports as requested by the AAA. As required by 2 CFR 200, Subpart F, Audit Requirements, entities expending \$750,000 or more in a fiscal year are required have a Single Audit for that year. Audits must be submitted within thirty (30) days after receipt of the Auditor's report or nine (9) months after the end of the audit period, whichever occurs first (2CFR 200 512).

E. DELIVERABLES / REPORTS

1. Contractors will submit quarterly reports and where required enter participant and service unit data into SPARQ, or other software or web-based applications, as specified by program regulations.
2. The Social Services Agency has adopted the Results-Based Accountability (RBA) framework to strengthen and increase data collection and improve contract performance. The RBA framework establishes performance measures which will allow SSA to track the positive impact and benefits of services for the target population by focusing on three critical questions: How much work was done? How well was it done? and Is anyone better off? The RBA framework establishes a partnership between the service provider and SSA. The performance measures and the deliverables are described below. A link to further information on RBA can be found at: <http://www.raguide.org/>.
3. How much was done?
  - a. Contractor will meet 85% of its program specific Service Unit requirements.
  - b. Deliverable: Contractor will submit reports to AAA documenting the number of persons enrolled by region.
4. How well was it done?
  - a. Contractor will maintain ongoing compliance with all program specific service and legal requirements, as described in the Scope of Work and Appendices of this RFP, for the duration of the contract.
  - b. Deliverable: Contractor will host site visits and provide proof of compliance documentation as required by the AAA.

5. Is anyone better off?
  - a. Goals of the AAA programs will be considered met, and clients better off, if contractor meets its 85% Service Unit requirements.
  - b. Deliverable: Contractor will submit monthly reports to AAA documenting the number of persons enrolled by region.

## II. CALENDAR OF EVENTS

EVENT	DATE/LOCATION	
Request Issued	January 22, 2018	
Written Questions Due	by 5:00 p.m. on Monday, February 5, 2018	
Networking/Bidders Conference #1	Friday, February 2, 2018 @ 2:30 P.M.	at: Alameda County SSA- Adult & Aging Dept. 6955 Foothill Blvd. 1st floor, Maxwell Park Conf. Room Room 137 Oakland, CA. 94605
Networking/Bidders Conference #2	Monday, February 5, 2018@ 2:30 P.M.	at: Alameda County SSA- Adult & Aging Dept. 6955 Foothill Blvd. 1st floor, Maxwell Park Conf. Room Room 137 Oakland, CA. 94605
Addendum Issued	Tuesday, February 13, 2018	
Vendor Letter of intent to submit a bid due	February 21, 2018 Please submit Letter of Intent to Sandra Braxton, at sbraxton@acgov.org or FAX (510) 577-1962.	
Response Due	Wednesday, February 28 by 2:00 PM	
Evaluation Period	March 1-March 30, 2018	
Notice of Intent to Award Letters	April 15, 2018	
Board Letter Recommending Award Issued	June, 2018	
Board Consideration Award Date	June, 2018	
Contract Start Date	July 1, 2018	

**Note:** Award and start dates are approximate.

F. NETWORKING / BIDDERS CONFERENCES

1. Potential applicants are strongly encouraged, but not required, to attend one of the following Bidders' Conferences:

February 2, 2018

2:30 – 3:30 PM

6955 Foothill Boulevard, Maxwell Park Conference Room 137

Oakland, CA 94605

February 5, 2018

2:30 – 3:30 PM

6955 Foothill Boulevard, Maxwell Park Conference Room 137

Oakland, CA 94605

Please RSVP your attendance to Sandra Braxton, at [sbraxton@acgov.org](mailto:sbraxton@acgov.org) or (510) 577-1907.

2. Networking/bidders conferences will be held to:
  - a. Provide an opportunity for bidders to ask specific questions about the project and request RFP clarification.
  - b. Provide bidders an opportunity to view a site, receive documents, etc. necessary to respond to this RFP
  - c. Provide the County with an opportunity to receive feedback regarding the project and RFP.
3. All questions will be addressed, and the list of attendees will be included, in an RFP/Q Addendum following the networking/bidders conference(s).
4. 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.

### **III. COUNTY PROCEDURES, TERMS, AND CONDITIONS**

#### **G. EVALUATION CRITERIA / SELECTION COMMITTEE**

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis (Completeness of Response, Debarment and Suspension, and Relevant Experience) 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 services for older adults. The CSC will score and recommend a Contractor in accordance with the evaluation criteria set forth in this RFP. Other than the initial pass/fail Evaluation Criteria, 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 Area Agency on Aging 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 whose responses conform 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 that proposes 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. In order to provide services across the full geographic spectrum of the County, multiple awards within a service category may be awarded.

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 500 points. Proposals must receive a score of 250 points in order to be eligible for consideration.

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.

All proposals will initially be evaluated against the following, and receive a pass/fail rank. Evaluations that receive a "Fail" rating will not receive further consideration. The Evaluation Criteria and their respective weights are as follows:

	<b>Evaluation Criteria</b>	<b>Weight</b>
<b>A.</b>	<p><b>Completeness of Response:</b> 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.</p> <p>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>B.</b>	<p><b>Debarment and Suspension:</b> Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at <a href="http://www.sam.gov">www.sam.gov</a>.</p>	Pass/Fail
<b>C.</b>	<p><b>Relevant Experience:</b> Bidder shall be regularly and continuously engaged in the business of providing supportive services to older adults for at least four years.</p>	Pass/Fail

The Evaluation Questions and their respective weights are as follows:

	<b>Evaluation Criteria</b>	<b>Total Points</b>
<b>D.</b>	<p><b>Mission, Experience and Community Involvement: (Maximum two (2) pages-150 Points)</b></p> <ol style="list-style-type: none"> <li>1. Describe the organization’s history, purpose and mission statement.</li> <li>2. Discuss the needs of older adults in Alameda County, including demographic and geographic data that are relevant to the program for which you are applying. Describe the religious, cultural, income and language considerations affecting the potential population.</li> <li>3. Describe the organization’s efforts to coordinate with local and regional community services to integrate the service delivery system in Alameda County. Provide specific examples of how these efforts have led to increased opportunities for older adults to live more independently.</li> <li>4. Describe the organization’s experience in providing community-based services to older adults in Alameda County.</li> </ol>	<p style="text-align: center;">6</p> <p style="text-align: center;">6</p> <p style="text-align: center;">6</p> <p style="text-align: center;">6</p>

	<p>5. Will your agency recruit, train, supervise and recognize volunteers in providing the proposed service? If so, how will this be accomplished?</p>	6
	<b>Section Total</b>	<b>36</b>
<b>E.</b>	<p><b>Program Delivery: (Maximum four (4) pages- 200 Points)</b></p> <p>1. Please provide a narrative description of how you will provide the services. Include the areas of the county to be served, the days and hours of operation. Indicate your capabilities for dedicating a computer to this program with access to the Internet, and adequate staffing to provide all management reports required by the State Department of Aging as well as the Department of Labor’s (SPARQ) electronic reporting requirements. Describe training procedures for front-line data collection staff.</p> <p>2. The Title V Senior Community Service Employment Program requires that services be targeted to low income persons who are 55 years of age and older and who have poor employment prospects. Please tell us your plan on reaching this population.</p> <p>3. Discuss the outreach/public information methods the organization intends to employ to generate, host agencies and prospective employers for unsubsidized placements for the program.</p> <p>4. Please describe the staff qualifications for the program, including any bi-lingual capability.</p> <p>5. Key components of this program require establishment of relationships with current and potential host agencies who will function as training sites, as well as potential employers. Give examples of how you will accomplish these critical aspects, including monitoring and overseeing required surveys for qualitative purposes.</p> <p>6. Describe the quality assurance procedures your agency will use to evaluate the services you propose to provide.</p> <p>7. Describe how your agency would implement the Senior Employment program, consistent with Title V regulations, from outreach through unsubsidized placement for a typical prospective client. Include descriptions of a) recruitment and selection; b)</p>	<p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p>

	<p>eligibility certification and recertification and the orientation timeframe; c) physical examinations; d) the Individual Employability Program (IEP) and e) payroll processing activities.</p> <p>8. Please describe whether you are starting, continuing or expanding the program. Please let us know your plans for continuing the program if the funding you receive is less than you requested.</p> <p style="text-align: right;"><b>Section Total</b></p>	<p>5</p> <p><b>40</b></p>																									
<b>F.</b>	<p><b>Administrative &amp; Fiscal Qualifications: (Maximum three (3) pages- 150 points)</b></p> <p>1. Using the format below, please provide your agency’s staffing plan and percentage of time allocated to this program. In narrative form, please describe the responsibilities and qualifications of all staff directly responsible for delivery of services. Please note that staffing plans must match personnel costs on budget.</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Staff Summary Form</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Job Title/Position</th> <th style="width: 33%;">Total Agency % FTE</th> <th style="width: 33%;">% FTE for this program</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> </div> <p>2. Using the format below, please provide a three year history of total income vs. Total expense for your agency. In narrative form, please explain any large fluctuations in income or expense. Please provide an explanation for any deficit.</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th> <th style="width: 16.6%;">2010-2011</th> <th style="width: 16.6%;">2011-2012</th> <th style="width: 16.6%;">2012-2013</th> </tr> </thead> <tbody> <tr> <td>Revenue</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>Expense</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>Over/Under</td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> </div> <p>3. Using the instructions and template provided in Exhibit C, please submit a Line-Item Budget for this program. In narrative form, please describe your approach for deploying the most cost effective program.</p>	Job Title/Position	Total Agency % FTE	% FTE for this program								2010-2011	2011-2012	2012-2013	Revenue				Expense				Over/Under				<p>5</p> <p>3</p> <p>5</p>
Job Title/Position	Total Agency % FTE	% FTE for this program																									
	2010-2011	2011-2012	2012-2013																								
Revenue																											
Expense																											
Over/Under																											

	4. Please describe the organization’s current accounting system, including the following: areas and frequency of accounting for receivables and payables, payroll processing, financial statement preparation and internal/external auditing.	5
	5. Discuss your short and long term funding needs and goals for ongoing support of the proposed project? Please indicate if you have a current strategic plan that addresses these issues.	5
	6. Describe special attributes of your current or proposed board of directors that would: 1) augment your capabilities to outreach and serve your specific targeted group; 2) contribute knowledge/expertise with services you will provide; 3) provide guidance in quality assurance measurements; and 4) accept responsibility in developing and implementing strategic plans with both short and long-term needs and goals, especially financial stability.	2
	7. Please describe the organization’s capacity to provide reporting and client data and service unit delivery. (5points)	5
	<b>Section Total</b>	<b>30</b>
	<b>TOTAL</b>	<b>100 Points</b>

H. CONTRACT EVALUATION AND ASSESSMENT

During the initial 60-day period of any contract which may be awarded to Contractor, the County may review the proposal, the contract, any goods or services provided, and/or meet with the Contractor to identify any issues or potential problems.

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 goods and services were evidenced which make it unlikely (even with possible modifications) that such goods and services have met or will meet the County requirements.

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract and/or Contractor’s

goods and services as contracted for therein, the Contractor will be notified of contract termination. 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.

I. NOTICE OF INTENT TO AWARD

1. At the conclusion of the RFP response evaluation process (“Evaluation Process”), all bidders will be notified in writing by e-mail, fax, or US Postal Service mail, of the contract award recommendation, if any, by Area Agency on Aging. The document providing this notification is the Notice of Intent to Award.

The Notice of Intent 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 response evaluation process and negotiations, debriefings for unsuccessful bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror’s bid. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful bidder.
  3. The submitted proposals shall be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

J. BID PROTEST/APPEALS PROCESS

The County prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that bidders wish to protest the bid process or appeal the intent 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 County’s SSA Finance Director, located at 1111 Jackson Street, 1<sup>st</sup> Floor, Suite 103 Oakland, CA 94607, Fax: (510) 839-0748, before 5:00 p.m. of the FIFTH 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 notify all bidders of the protest as soon as possible.
2. Upon receipt of written protest, SSA Finance Director, or designee will review and evaluate the protest and issue a written decision. The SSA 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 business days prior to the Board hearing date.
  3. The decision will be communicated by e-mail and certified mail, and will inform the bidder whether or not the recommendation to the Board of Supervisors 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 Bid.
  4. The decision of the SSA Finance Director on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance and Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, fax number (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose Bid is the subject of the protest, all Bidder affected by the SSA Finance Director's decision on the protest, and the protestor have the right to appeal if not satisfied with the SSA Finance Director's decision. All appeals to the Auditor-Controller's OCCR shall be in writing and submitted within five business days following the issuance of the decision by the SSA 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. An appeal received after the FIFTH business day following the date of

issuance of the decision by the SSA Finance Director shall not be considered under any circumstances by the SSA or the Auditor-Controller OCCR.

- 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 OCCR will not re-judge the proposal(s). The appeal to the OCCR shall be limited to review of the procurement process to determine if the contracting department materially erred in following the Bid or, where appropriate, County contracting policies or other laws and regulations.
  - c. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the SSA Finance Director. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the SSA Finance Director or department designee, and will determine whether to uphold or overturn the protest decision.
  - d. The Auditor's Office may overturn the results of a bid process for ethical violations by SSA Contracts Office staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
  - e. The decision of the Auditor-Controller's OCCR is the final step of the appeal process. A copy of the decision of the Auditor-Controller's OCCR will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidder affected by the decision.
5. 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.
  6. 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.

K. TERM / TERMINATION / RENEWAL

1. The term of the contract, which may be awarded pursuant to this RFP, will be 1 year (July 1, 2018- June 30, 2019) with an option to review for three additional one-year terms. Funding for the contract is contingent upon availability of state, federal, and local funds.
2. The County may, at its sole option, terminate any contract that may be awarded as a result of this RFP at the end of any County Fiscal Year, for reason of non-appropriation of funds. In such event, the County will give Contractor at least 30 days written notice that such function will not be funded for the next fiscal period. In such event, the County will return any associated equipment to the Contractor in good working order, reasonable wear and tear excepted.
3. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for three additional one-year terms at agreed prices with all other terms and conditions remaining the same

L. QUANTITIES

Quantities listed herein are annual estimates based on past funding available to the AAA and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

M. PRICING

1. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP.
2. All prices quoted shall be in United States dollars and "whole cent," no cent fractions shall be used. There are no exceptions.
3. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

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 bidders who, in its opinion, has submitted the proposals 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. Partial awards may be made. Multiple awards in the same program category may be made.
3. 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.
4. Any proposal/bids that contain false or misleading information may be disqualified by 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. The AAA may negotiate modifications to assure program requirements are covered before the contract is signed.
8. The selected proposal shall be made part of the contract, and 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.
9. After award, if service levels are not being met, then the budget may be reduced to reflect the current levels.
10. No contract funds should be used to pay the salary or expenses for anyone that is lobbying.
11. The Community Based Organization (CBO) Master Contract terms and conditions are non-negotiable.
12. Final Standard Agreement terms and conditions will be negotiated with the selected bidder. Bidder may access a copy of the Standard Services Agreement template can be found online at:

<http://www.acgov.org/gsa/purchasing/standardServicesAgreement.pdf>

The template contains minimal Agreement boilerplate language only.

O. **INVOICING**

1. Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
2. County will use best efforts to make payment within 30 days following receipt and review of invoice and upon complete satisfactory receipt of product and performance of services.
3. County shall notify Contractor of any adjustments required to invoice.
4. Invoices shall contain the contractor's name, service category name, remit to address, preparer name, telephone number, budget line items as directed by the Area Agency on Aging 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 contract.
8. The County will pay Contractor monthly or as agreed upon, not to exceed the total RFP quoted in the bid response.
9. Contractor shall submit invoices to the County within seven (7) business days following the month of service.

IV. **INSTRUCTIONS TO BIDDERS**

P. **COUNTY CONTACTS**

The Alameda County Social Services Agency, Area Agency on Aging (AAA) is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the Area Agency on Aging department 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 Monday, February 5, 2018 to:

Tracy Murray, Director  
Alameda County Area Agency on Aging  
6955 Foothill Blvd, Suite 143  
Oakland, CA 94605  
E-Mail: [tmurray@acgov.org](mailto:tmurray@acgov.org)  
PHONE: (510) 577-1966

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](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) to view current contracting opportunities.

Q. SUBMITTAL OF BIDS

1. All bids must be SEALED and must be received at the Department of Adult & Aging 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 AAA 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:

RFP No. SCSEP-2018  
Tracy Murray, Director  
Alameda County Area Agency on Aging  
6955 Foothill Blvd, Suite 143  
Oakland, CA 94605  
E-Mail: [tmurray@acgov.org](mailto:tmurray@acgov.org)  
PHONE: (510) 577-1966

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

**\*PLEASE NOTE** that on the bid due date, a bid reception desk will be open between 8:30 a.m. – 2:00 p.m. and will be located in the 1st floor lobby at 6955 Foothill Boulevard, Suite 143, Oakland, CA.

3. Bidders are to submit one original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures, plus Ten (10) 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. 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.
4. A SEPARATE BID RESPONSE PACKET IS REQUIRED TO BE SUBMITTED FOR EACH SERVICE CATEGORY. FAILURE TO SUBMIT A SEPARATE RESPONSE PACKET WILL BE SUBJECT TO DISQUALIFICATION.
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. Bidders are requested to fax or email their intent to submit a bid by February 21, 2018, one week prior to the bid due date (February 28, 2018). However, bidders will not be penalized for not sending their intent to submit a bid. Please submit Letter of Intent to Tracy Murray, at [TMurray@acgov.org](mailto:TMurray@acgov.org) or (510) 577-1966.
8. 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.
9. 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 calendar 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 be sent 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.

10. 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.
11. 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.
12. 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.
13. The undersigned Bidder certifies that it is, at the time of bidding, and shall be throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
13. The undersigned Bidder certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).
14. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

R. 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. See Exhibit A – Bid Response Packet.
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.

S. ADDITIONAL REQUIRED DOCUMENTATION

All **ORIGINAL** BID RESPONSE PACKETS must include these additional documents:

1. An organizational chart.

The **ORIGINAL** BID RESPONSE PACKET for Nonprofit Agencies must also include:

1. Nonprofit Determination Letter (501[c][3])
2. Articles of Incorporation
3. Most recent Bylaws
4. Roster of Board of Directors
5. Copies of minutes of the last two Board of Director's meetings

# EXHIBIT A

## BID RESPONSE PACKET

### RFP No. SCSEP-2018 SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

To: The County of Alameda

From: \_\_\_\_\_

(Official Name of Bidder)

- **AS DESCRIBED IN THE SUBMITTAL OF BIDS SECTION OF THIS RFP, BIDDERS ARE TO SUBMIT ONE ORIGINAL HARDCOPY BID (EXHIBIT A – BID RESPONSE PACKET), INCLUDING ADDITIONAL REQUIRED DOCUMENTATION), WITH ORIGINAL INK SIGNATURES, PLUS 10 COPIES.**
- **ALL PAGES OF THE BID RESPONSE PACKET (EXHIBIT A) MUST BE SUBMITTED IN TOTAL WITH ALL REQUIRED DOCUMENTS ATTACHED THERETO; ALL INFORMATION REQUESTED MUST BE SUPPLIED; ANY PAGES OF EXHIBIT A (OR ITEMS THEREIN) NOT APPLICABLE TO THE BIDDER MUST STILL BE SUBMITTED AS PART OF A COMPLETE BID RESPONSE, WITH SUCH PAGES OR ITEMS CLEARLY MARKED “N/A”.**
- **BIDDERS SHALL NOT SUBMIT TO THE COUNTY A RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF EXHIBIT A – BID RESPONSE PACKET OR ANY OTHER COUNTY-PROVIDED DOCUMENT.**
- **ALL PRICES AND NOTATIONS MUST BE PRINTED IN INK OR TYPEWRITTEN; NO ERASURES ARE PERMITTED; ERRORS MAY BE CROSSED OUT AND CORRECTIONS PRINTED IN INK OR TYPEWRITTEN ADJACENT, AND MUST BE INITIALED IN INK BY PERSON SIGNING BID.**
- **BIDDER MUST QUOTE PRICE(S) AS SPECIFIED IN RFP.**
- **BIDDERS THAT DO NOT COMPLY WITH THE REQUIREMENTS, AND/OR SUBMIT INCOMPLETE BID PACKAGES, SHALL BE SUBJECT TO DISQUALIFICATION AND THEIR BIDS REJECTED IN TOTAL.**
- **IF BIDDERS ARE MAKING ANY CLARIFICATIONS AND/OR AMENDMENTS, OR TAKING EXCEPTION TO POLICIES OR SPECIFICATIONS OF THIS RFP, THESE MUST BE SUBMITTED IN THE EXCEPTIONS, CLARIFICATIONS, AMENDMENTS SECTION OF THIS EXHIBIT A – BID RESPONSE PACKET IN ORDER FOR THE BID RESPONSE TO BE CONSIDERED COMPLETE.**

## BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the Bid Documents, including, without limitation, the RFP, Addenda, and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. SCSEP-2018 Senior Community Service Employment Program.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, the requirements under the County Provisions, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned acknowledges receipt and acceptance of all addenda.
5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:
  - **Debarment / Suspension Policy**  
[<http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm>]
  - **Iran Contracting Act (ICA) of 2010**  
[<http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm>]
  - **General Environmental Requirements**  
[<http://www.acgov.org/gsa/departments/purchasing/policy/environ.htm>]
  - **General Requirements**  
[<http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm>]
  - **Proprietary and Confidential Information**  
[<http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm>]
6. The undersigned acknowledges that Bidder will be in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated Bid Documents.
7. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
8. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process,

patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.

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

**Cover Page**

Official Name of Bidder: \_\_\_\_\_

Street Address Line 1: \_\_\_\_\_

Street Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Webpage: \_\_\_\_\_

Type of Entity / Organizational Structure (check one):

- |  |  |
|--|--|
| <input type="checkbox"/> Corporation                   | <input type="checkbox"/> Joint Venture       |
| <input type="checkbox"/> Limited Liability Partnership | <input type="checkbox"/> Partnership         |
| <input type="checkbox"/> Limited Liability Corporation | <input type="checkbox"/> Non-Profit / Church |
| <input type="checkbox"/> Other: _____                  |  |

Date of Organization Structure: \_\_\_\_\_

Federal Tax Identification Number: \_\_\_\_\_

Primary Contact Information:

Name / Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

Name and Title of Signer: \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

## RFP Pre-screening Response Checklist

Bidders shall provide all of the documentation and exhibits identified below. Any material deviation from these requirements may be cause for rejection of the proposal, as determined at the County’s sole discretion. Please verify each item below that it is correctly submitted as per the RFP specifications and check (✓) its corresponding Check Box and sign below.

**Response Format:**

**Check Boxes**

Item		✓
1.	One (1) original proposal marked “Original” plus five (5) copies of the proposal.	
2.	The “original” bid response must be signed in <b>blue ink</b> with an authorized signature.	
3.	The “original” bid response is to be either loose-leaf or in a three (3)-ring binder, <b>not</b> bound.	
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. <u>Lines shall be single-spaced.</u>	
5.	Table of Contents: Bid responses shall include a table of contents listing the individual sections of the quotation/proposal and their corresponding page numbers. Tabs should separate each of the individual sections.	

**Response Package:**

**Check Boxes**

Item		✓
1.	Proposal Checklist – <b>signed original in blue ink.</b>	
2.	Cover Letter: – <b>signed original in blue ink.</b>	
3.	Bid Form (Exhibit A) with all questions completed as specified	
4.	Budget form as specified in Exhibit C	
5.	Organizational Chart	
6.	If a Non-Profit Agency; Non-profit determination letter (501[c][3])	
7.	If a Non-Profit Agency; Articles of Incorporation	
8.	If a Non-Profit Agency; Most recent Bylaws	
9.	If a Non-Profit Agency; Roster of Board of Directors	
10.	If a Non-Profit Agency; Copies of minutes of last two Board of Director meetings	
11.	If an Adult Day Care provider; copy of current License or status of application	

**Our agency certifies that all above request information have been completed for RFP No. 2018-Senior Community Services Employment Program.**

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Agency Name: \_\_\_\_\_

## BID FORM

**COST SHALL BE SUBMITTED ON EXHIBIT A AS IS. NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED.** Bid responses that do not comply will be subject to rejection in total. The cost quoted below shall include all taxes and all other charges, including travel expenses, and is the cost the County will pay for any contract that is a result of this bid.

Quantities listed herein are annual estimates based on past usage and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

Bidder hereby certifies to County that all representations, certifications, and statements made by Bidder, as set forth in this Bid Form and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.

**PLEASE PROVIDE A SEPARATE PROPOSAL PACKET FOR EACH SERVICE CATEGORY.**

**CHECK THE PROPOSED SERVICE CATEGORY BELOW (PLEASE CHECK ONLY ONE):**

**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

**PLEASE NOTE THE GEOGRAPHIC AREA OF SERVICE AND PERCENTAGE OF TOTAL CLIENTS SERVED IN EACH AREA (IF YOU ARE PROPOSING TO SERVE MULTIPLE AREAS):**

CENTRAL\_\_\_\_ %       SOUTH\_\_\_\_%       EAST\_\_\_\_%

**PLEASE INCLUDE YOUR PROPOSAL SPECIFICS IN THE FOLLOWING CHART:**

SERVICE CATEGORY / GEOGRAPHIC AREA (selected above)	# SENIORS SERVED	# UNIT MEASUREMENTS PROPOSED	AMOUNT REQUESTED	TOTAL PROGRAM COST

## **REQUIRED DOCUMENTATION AND SUBMITTALS**

All of the specific documentation listed below is required to be submitted with the Exhibit A – Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation, in the order listed below and clearly label each section with the appropriate title (i.e. Mission, Experience and Community Involvement, Program Delivery, Administrative & Fiscal Qualifications, etc.).

**BID RESPONSE NARRATIVE:** Please respond to the following questions:

### **MISSION, EXPERIENCE AND COMMUNITY INVOLVEMENT: (Maximum two (2) pages; minimum 12 pt. font)**

1. Describe the organization's history, purpose and mission statement. (6 points)
2. Discuss the needs of older adults in Alameda County, including demographic and geographic data that are relevant to the program for which you are applying. Describe the religious, cultural, income and language considerations affecting the potential population. (6 points)
3. Describe the organization's efforts to coordinate with local and regional community services to integrate the service delivery system in Alameda County. Provide specific examples of how these efforts have led to increased opportunities for older adults to live more independently. (6 points)
4. Describe the organization's experience in providing community-based services to older adults in Alameda County. Document the number of individuals served by type of service. (6 points)
5. Will your agency recruit, train, supervise and recognize volunteers in providing the proposed service? If so, how will this be accomplished? (6 points)

### **PROGRAM DELIVERY (Maximum 4 pages –200 of 500 Points)**

1. Please provide a narrative description of how you will provide the services. Include the areas of the county to be served, the days and hours of operation. Indicate your capabilities for dedicating a computer to this program with access to the Internet, and adequate staffing to provide all management reports required by the State Department of Aging as well as the Department of Labor's (SPARQ) electronic reporting requirements. Describe training procedures for front-line data collection staff. (5points)
2. The Title V Senior Community Service Employment Program requires that services be targeted to low income persons who are 55 years of age and older and who have poor employment prospects. Please tell us your plan on reaching this population. (5points)

3. Discuss the outreach/public information methods the organization intends to employ to generate, host agencies and prospective employers for unsubsidized placements for the program. (5points)
4. Please describe the staff qualifications for the program, including any bi-lingual capability. (5points)
5. Key components of this program require establishment of relationships with current and potential host agencies who will function as training sites, as well as potential employers. Give examples of how you will accomplish these critical aspects, including monitoring and overseeing required surveys for qualitative purposes. (5points)
6. Describe the quality assurance procedures your agency will use to evaluate the services you propose to provide. (5points)
7. Describe how your agency would implement the Senior Employment program, consistent with Title V regulations, from outreach through unsubsidized placement for a typical prospective client. Include descriptions of a) recruitment and selection; b) eligibility certification and recertification and the orientation timeframe; c) physical examinations; d) the Individual Employability Program (IEP) and e) payroll processing activities. (5points)
8. Please describe whether you are starting, continuing or expanding the program. Please let us know your plans for continuing the program if the funding you receive is less than you requested. (5points)

**ADMINISTRATIVE & FISCAL QUALIFICATIONS (maximum three pages – 150 of 500 points)**

1. Using the format below, please provide your agency’s staffing plan and percentage of time allocated to this program. In narrative form, please describe the responsibilities and qualifications of all staff directly responsible for delivery of services. Please note that staffing plans must match personnel costs on budget. (5points)

<b>Staff Summary Form</b>		
<b>Job Title/Position</b>	<b>Total Agency % FTE</b>	<b>% FTE for this program</b>

2. Using the format below, please provide a three year history of total income vs. Total expense for your agency. In narrative form, please explain any large fluctuations in income or expense. Please provide an explanation for any deficit. (3points)

	<b>2014-2015</b>	<b>2015-2016</b>	<b>2016-2017</b>
Revenue			
Expense			
Over/Under			

3. Using the instructions and template provided in Exhibit C, please submit a Line-Item Budget for this program. In narrative form, please describe your approach for deploying the most cost effective program. (5 points)
4. Please describe the organization’s current accounting system, including the following: areas and frequency of accounting for receivables and payables, payroll processing, financial statement preparation and internal/external auditing. (5points)
5. Discuss your short and long term funding needs and goals for ongoing support of the proposed project? Please indicate if you have a current strategic plan that addresses these issues. (5points)
6. Describe special attributes of your current or proposed board of directors that would: 1) augment your capabilities to outreach and serve your specific targeted group; 2) contribute knowledge/expertise with services you will provide; 3) provide guidance in quality assurance measurements; and 4) accept responsibility in developing and implementing strategic plans with both short and long-term needs and goals, especially financial stability. (2 points)
7. Please describe the organization’s capacity to provide reporting and client data and service unit delivery. (5points)

**EXCEPTIONS, CLARIFICATIONS, AMENDMENTS**

**RFP No. SCSEP-2018 – SENIOR COMMUNITY SERVICE PROGRAM**

**Bidder Name:** \_\_\_\_\_

List below requests for clarifications, exceptions and amendments, if any, to the RFP and associated Bid Documents, and submit with your bid response.

The County is under no obligation to accept any exceptions and such exceptions may be a basis for bid disqualification.

Reference to:			Description
Page No.	Section	Item No.	
p. 23	D	1.c.	<i>Vendor takes exception to...</i>

\*Print additional pages as necessary

## **EXHIBIT B**

**RFP No. SCSEP-2018 – SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

### **INSURANCE REQUIREMENTS**

Insurance certificates are not required at the time of submission; however, by signing Exhibit A – Bid 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:

**\*\*\* SEE NEXT PAGE FOR COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS**

**\*\*\***

**EXHIBIT B**  
**COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS**

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
<b>A</b>	<b>Commercial General Liability</b> 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>B</b>	<b>Commercial or Business Automobile Liability</b> 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
<b>C</b>	<b>Workers' Compensation (WC) and Employers Liability (EL)</b> Required for all contractors with employees	WC: Statutory Limits EL: \$100,000 per accident for bodily injury or disease
<b>D</b>	<b>Professional Liability/Errors &amp; Omissions</b> Includes endorsements of contractual liability	\$1,000,000 per occurrence \$2,000,000 aggregate
<b>E</b>	<p><b><u>Endorsements and Conditions:</u></b></p> <ol style="list-style-type: none"> <li>1. <b>ADDITIONAL INSURED:</b> 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.</li> <li>2. <b>DURATION OF COVERAGE:</b> 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.</li> <li>3. <b>REDUCTION OR LIMIT OF OBLIGATION:</b> 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.</li> <li>4. <b>INSURER FINANCIAL RATING:</b> 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.</li> <li>5. <b>SUBCONTRACTORS:</b> 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.</li> <li>6. <b>JOINT VENTURES:</b> 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"> <li>– 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.</li> <li>– Joint insurance program with the association, partnership or other joint business venture included as a "Named Insured.</li> </ul> </li> <li>7. <b>CANCELLATION OF INSURANCE:</b> All required insurance shall be endorsed to provide thirty (30) days advance written notice to the County of cancellation.</li> <li>8. <b>CERTIFICATE OF INSURANCE:</b> 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: <ul style="list-style-type: none"> <li>- <b>Alameda County Social Services/Contracts Office, 1111 Jackson Street, 1<sup>st</sup> Floor, Oakland, CA 94607</b> <b>Attn: Insurance Unit</b></li> <li>- With a copy to Risk Management Unit (1106 Madison Street, Room 233, Oakland, CA 94607)</li> </ul> </li> </ol>	

## EXHIBIT C

### RFP No. SCSEP-2018 – SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

## RFP BUDGET INSTRUCTIONS AND TEMPLATE

Applicants must complete a detailed Line Item Budget using the format provided in Exhibit C that includes **ALL** projected revenues and operating costs for the proposed program or project.

OAA programs are required to provide a minimum 25% match, through cash and/or in-kind, of the total budget. Client Donations cannot be used to satisfy the minimum match requirement.

### BUDGET COMPLETION INSTRUCTIONS

#### General:

1. The budget is a spending plan. Be realistic in estimating revenues. When possible, use past spending experience to help estimate budget needs.
2. Typed or computer facsimiles (exact copies of the budget format) are acceptable.
3. Round all figures to the nearest dollar.
4. Audit costs are not AAA reimbursable for programs expending less than \$750,000 federal funds.

#### Budget:

1. ENTER DATA IN COLUMN (1) AND COLUMN (3) ONLY.
2. Total Project Budget (Column 1): Enter the Total Project Budget amount for each line item.
3. Total Agency Budget (Column 3): Enter the Total Agency Budget amount for each line item.
4. Totals and Percentages (Columns 2 and 4) will automatically calculate.

# RFP BUDGET TEMPLATE

Official Name of Bidder:

Service Category:

	Total Project Budget (1)	% to Total Income (2)	Total Agency Budget (3)	% to Total Income (4)
<b>REVENUE/INCOME SOURCES:</b>				
AAA Funding Requested	100-	0.0%	0 -	0.0%
Client Contributions	-	0.0%	-	0.0%
In-Kind Support	-	0.0%	-	0.0%
Other Income:	-	0.0%	-	0.0%
	-	0.0%	-	0.0%
	-	0.0%	-	0.0%
<b>Total Income</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>
<b>EXPENSES:</b>				
Salaries and Employee Benefits	-	0.0%	-	0.0%
Services and Supplies	-	0.0%	-	0.0%
Capital Equipment (Any item over \$500)	-	0.0%	-	0.0%
	-	0.0%	-	0.0%
	-	0.0%	-	0.0%
<b>Total Expenses</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>
<b>Excess of Revenue Over Expenses</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>

## EXHIBIT D

### RFP No. SCSEP-2018 – SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

## DATA REPORTING REQUIREMENTS

### MANAGEMENT INFORMATION SYSTEMS (MIS) AND OTHER REPORTING REQUIREMENTS

The OAA calls for annual performance reporting by the Administration on Aging (AoA). In the 1992 reauthorization of the OAA, the AoA was directed by Congress to develop refined reporting procedures for use by Area Agencies on Aging. AoA undertook the development of the National Aging Program Information System (NAPIS).

NAPIS requires that data from Management Information Systems (MIS) is collected by the AAA and must be submitted by the contractor on a monthly basis. All contractors are required to submit a monthly report of client and service unit activity, in a format prescribed by the AAA, by the 7th working day following the month of service.

**Registered Service Category:** Registered Services require Client Level Reporting. Programs delivering Registered Services are required to enter MIS and Client Demographic data into the Social Assistance Management System (SAMS) database by the 7th working day following the month of service. Programs delivering Registered Services are also required to pay an annual license fee to access SAMS.

Each program is required to maintain documentation for all program and client information submitted to the AAA and to have this documentation available for review during the annual onsite monitoring visit. Programs are expected to make every effort to submit MIS and Client data in a manner that conforms to the format required by the Area Agency on Aging.

All contractors shall maintain accountability of all statistical and financial data in order to document and assure the accuracy of the data presented in the required program and financial reports.

All contractors shall comply with Section 15630 of the Welfare & Institutions Code as it relates to the mandatory and non-mandatory reports of abuse of elders and dependent adults.

## EXHIBIT E

### RFP No. SCSEP-2018 – SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

## EMERGENCY PREPAREDNESS

### The Emergency Preparedness Responsibility of Area Agency on Aging

It is the responsibility of all Area Agency on Aging contractors to prepare a written Emergency Operations Plan that can be activated in an emergency. The plan shall include assurances that the following preparations have been made.

#### A. FACILITY PREPARATION

1. Prepare all furniture, appliances and other free standing objects so that they are adequately secured.
2. Move heavy items to lower shelves in closets and cabinets.
3. Check cabinet doors to be sure they can be closed securely.
4. Remove or isolate flammable materials.
5. Clearly mark gas and water shut-off valves and post legible instructions on how to shut off each one.
6. Maintain a conveniently located set of tools (including pipe and crescent wrenches) to facilitate prompt shut-off.
7. Place evacuation plan for facility in a position readily accessible to the public.
8. Indicate the location at each site where the following items, in working condition, can be found.
  - a. Portable radio and spare parts
  - b. First Aid supplies
  - c. Flashlights and spare batteries`
  - d. Wrenches and other tools
  - e. Fire extinguishers

## **B. ASSIGNMENTS**

1. Specific assignments should be given to staff for which they are responsible during an emergency. Recommended assignments would be provisions to check on program participants after a disaster, if feasible, and a contingency plan to continue program services.
2. Conduct an inventory of staff skills and of equipment to be used in a disaster response.

## **C. TRAINING PROVISIONS**

1. Training for all staff, volunteers and participants in the agency's Emergency Operations Plan.
2. Provisions to train staff and volunteers in First Aid and CPR.
3. Training for Earthquake Preparedness shall include:
  - a. Two documented earthquake drills per year
  - b. Procedures to assemble staff if no phones are working
  - c. Probability that no transportation, utilities (including telephone) or emergency services will be available for an undetermined time after a major quake
  - d. The importance of cooperating with public officials
  - e. How to inspect facilities for damage, water and gas leaks
  - f. How to check for injuries
  - g. Warning of the danger of cooking inside buildings
  - h. The probability of after shocks
  - i. Tuning in to a portable radio

## **D. FIRE SAFETY PROVISIONS**

1. Fire extinguishers on site that are checked and tagged once a year
2. Two documented fire drills per year for clients and staff
3. Paths of travel free from obstruction
4. Exists clearly marked

## **E. OTHER RECOMMENDATIONS**

1. It is recommended that agencies store sufficient water for participants and staff likely to be detained at the site for up to 72 hours, or have plans to access water for 72 hours as needed.
2. It is recommended that agencies maintain a supply of nutritious snacks and/or other food in vermin-proof storage to support participants and staff likely to be detained for up to 72 hours.
3. It is recommended that agencies make provisions to check on program participants after a disaster.