

COUNTY OF FRESNO
ADDENDUM NUMBER: TWO (2)
RFP NUMBER: 952-5468
OPERATE MULTI-AGENCY ACCESS PROGRAM
(MAP) POINTS

Issue Date: May 12, 2016

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING
4525 EAST HAMILTON AVENUE, 2nd Floor
FRESNO, CA 93702-4599

CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON JUNE 10, 2016.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: **Carolyn Flores**,
phone (559) 600-7112 or e-mail CountyPurchasing@co.fresno.ca.us.

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 952-5468 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.

- **Close date for the RFP was extended to June 10, 2016.**
- **Cut-off for Questions was extended to May 16, 2016 at 9:00 A.M.**
- **Attached are questions and answers previously submitted either by e-mail or at the Vendor Conference.**

ACKNOWLEDGMENT OF ADDENDUM NUMBER Two (2) TO RFP 952-5468

COMPANY NAME: _____
(PRINT)

SIGNATURE (In Blue Ink): _____

NAME & TITLE: _____
(PRINT)

Purchasing Use: CF:ssj

ORG/Requisition: 56302007 / 5631601519

QUESTIONS AND ANSWERS

SERVICES

Q1. All service requirements must be met, but if you have extra services to contribute should they be specified outside of the original proposal?

A1. Bidders are encouraged to disclose any complimentary services that are established at the proposed locations to compliment the MAP Point modality, which is screening, linkage and transport of the individual to identified service needs.

Q2. Are there any age restrictions on who may be served at a MAP Point? If so, what are the age restrictions?

A2. There are no age restrictions.

Q3. How many people should be expected to come in and receive access or services a day?

A3. At the existing MAP Point at Pov, there are about 40-50 people requesting services daily. A location downtown where the target population can be found and the staff assistance of partnering agencies contribute to MAP Point at Pov's ability to serve this number daily.

Q4. Is the current flow at Poverello repeat clients or first-timers?

A4. Around 40-60% are repeat clients.

Q5. Please clarify the County's expectations stated on page 20, especially 1. B. and 1.C. This sounds like "Case management," although this term is not used in the RFP. Is it the intent of the County that funding be used for case management beyond linkage and follow-up?

A5. MAP Point funds are to be used as appropriate to ensure successful linkage and follow up of services for clients.

Q6. If people need an ID or other things to be able to access services, how is that funded?

A6. AB 1733 provides for public records fee waivers for homeless individuals. If additional resources are needed for clients to be able to access services, they may be budgeted in the cost proposal.

Q7. Will client incentives be allowed?

A7. Client incentives such as coffee, snacks, and etc. are allowable if budgeted in the cost proposal with appropriate justification.

Q8. Is there an expected time of operation hours?

A8. There is no expected time of operation hours. Proposals should address hours that are convenient and responsive to clients.

Q9. Is there an existing MAP Community Coordinator?

A9. An existing MAP Community Coordinator is Sarah Rios (Westcare).

Q10. Are you anticipating additional MAP Community Coordinators, and if so, will they be Fresno County employees?

A10. County is open to the development of a MAP Community Coordinator specific for County-funded MAP Points, who may or may not be a County employee. MAP Points, whether funded by the County or other sources, will not be operating in silos. The coordinator concept can evolve as programs are implemented.

Q11. While the Community Screening Tool (Appendix D) is in draft form, will there be an opportunity for input from organizations working in this project?

A11. The Community Screening Tool is an evolving document. Selected bidders are expected to participate in its development and implementation.

Q12. Will the Screening Tool be translated in Spanish? Hmong or other languages?

A12. The Screening Tool will be translated as needed.

Q13. Please confirm that for this project, we will use Exhibit D Screening Tool. Would we also use VI-SPDAT vulnerability index (Exhibit A)?

A13. Selected bidders are to commit to using the MAP Community Screening Tool and any future revised versions. Exhibit D is the current draft form. Housing questions contained in the MAP Screening Tool will trigger use of the VI-SPDAT (Exhibit A), another tool which will further assess for appropriate housing intervention program match.

Q14. Please provide more information about the HMIS database. Is the system already in place, and if not, who is responsible for its development? Is data meant to be shared between agencies?

A14. The Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. In the Fresno-Madera area, HMIS is currently administered by Fresno Housing Authority. In supporting a Coordinated Entry System for the homeless population through use of the VI-SPDAT tool, the Fresno-Madera Continuum of Care and collaborating agencies have had some discussion over transitioning from the current HOMELINK database into HMIS, but no definite plans have been made. Depending on how an agency is set up in HMIS, data may be shared with other agencies.

Q15. Please provide cost information for HMIS. Will there be a license or licenses to purchase?

A15. Please be advised that HMIS is not currently set up for MAP and may need additional modules to be purchased in order for HMIS to be compliant with the Coordinated Entry System. Per Fresno Housing Authority, the current HMIS costs are listed below for federally funded programs under the United States Department of Housing and Urban Development (HUD), Department of Health and Human Services (HHS), Projects for Assistance in Transition from Homelessness (PATH), etc. that are required to report into HMIS.

- Training - \$80 per person. Training includes understanding the data standards that are required to be collected and data entry training.*
- User fee - \$225 initial set up + \$330 yearly cost = \$555 per user. After the first year, cost will be \$330 per user.*
- ART viewer license - \$15 initial set up + \$80 yearly fee. It is recommended for each agency to have a designated person with access to ART license in order to run reports at their disposal.*

PERFORMANCE MEASURES/PROGRAM OUTCOMES

Q1. Is there a suggested format for the performance measures/outcomes?

*A1. There is no suggested format for performance measures/outcomes. See **Exhibit C** and **C-1** for how annual performance measures and outcomes will be collected by DBH.*

Q2. How are the five “work plan titles” referenced on page 21, Section III Performance Measures/Outcomes, paragraph 3 to be used in formulating the Performance Measures that we propose?

A2. The Work Plans provide an organizing framework for DBH's programs, services and activities. Programs, services and activities which have elements associated with more than one Work Plan will be strategically placed in the Work Plan that most reflects their intended focus. MAP Points are included in the DBH's Behavioral Health Integrated Access Work Plan.

Additional information about each Work Plan and expected performance measures is provided below:

- **Behavioral Health Integrated Access** – Timeliness between client referral to program admission, demonstrated by referral and linkage to community providers, and other community resources; and services that provide screening and access to ensure clients are linked to the services they need, including mental health, substance use disorders and physical health services.
- **Wellness, Recovery, and Resiliency Supports** – Collaborative approach to strategies to reduce readmission of clients with frequent admissions to the facility; effectiveness of services as demonstrated by the number of clients who are able to be linked to appropriate services. Evidence Based Practices (EBP) shall be used.
- **Cultural/Community Defined Practices** – Services or philosophical practices which support the unique cultural-specific needs of individuals receiving services. Focus on practices which reflect the unique needs of various cultures and communities who reside within Fresno County.
- **Behavioral Health Clinical Care Linkage** – Services where direct treatment is provided and includes the framework of “Levels of Care” where client’s needs, as identified through assessment/screening, are matched with appropriate complexity and intensity of services to meet those needs.
- **Infrastructure Supports** – Includes all personnel, equipment, programs, and facilities which exist to support the delivery of care to the clients served. Safety, quality improvement and regulatory compliance functions, along with outcome assessment/program evaluation, training, and technology.

Q3. Do the proposal goals and outcomes need to cover all 5 of the work plans listed?

A3. *Your program may fall under one or more work plans. List goals and outcomes for each work plan identified. As no direct treatment services will be provided, there are no Medi-Cal billable services, no Medi-Cal site certifications and no cost report needed.*

Q4. Page 21 of the RFP, Section III Performance Measures/Outcomes, paragraph 4, states “Outcomes identified below are suggestions and/or examples.” Where are these examples found?

A4. *Outcome examples include the data measures found in the Exhibit B as reported by the existing MAP Point at Pov and Exhibit C and C-1.*

Q5. What are the responsibilities of the lead contractor in terms of subcontractor performance?

A5. *If bidders submit a collaborative proposal, the proposal must clearly indicate the responsibilities each party will perform.*

COST PROPOSAL

Q1. Is the \$1,000,000 for the total project or \$1,000,000 for multiple contracts?

A1. *The annual contract maximum for the whole project is \$1,000,000. It will be one master agreement with multiple tailor-made budgets and individualized scopes of work. The contract term will be for five years, with an initial three year period and two twelve month extensions.*

Q2. Should the proposed budgeting be made for three or five years?

A2. *Budgets should be proposed for five years.*

Q3. Should we include ramp up costs in our Year 1 budget? At the vendor conference, reference was made to a “separate start-up budget.”

A3. *If ramp up costs are needed for program implementation, they should be included in a separate budget. The advance from the start-up budget will be withheld or pro-rated from subsequent invoice payments.*

Q4. Is there a limit for administrative overhead/indirect costs?

A4. *The County has a 15% administrative and a 20% employee benefits limit. Complete **Exhibit F** to determine possible exemption status.*

Q5. At the vendors' conference, we our understood that the 20% benefit limitation could be negotiated and a waiver possibly granted, even if agency is non-profit and our current county funding comprises over 50% of our agency total budget. Please confirm.

A5. *If Exhibit F determined non-exempt status, provide detail justification and explanation for exceptions. County will evaluate each bid based on its merits.*

Q6. How is the monthly invoicing set up?

A6. *Invoicing is based on the programmatic budget and will be billed the following month for the previous month's program costs.*

Q7. Would we need to ask for money up front to cover our payroll?

A7. *Start-up or ramp-up cost is available.*

Q8. Are you allowed to keep any money in your bank account to account for unexpected cost that might happen throughout the month?

A8. *Yes, you should have an ongoing balance. A reserve account is an option you would need to disclose that in your cost proposal.*

AGREEMENT

Q1. Who will hold the master agreement?

A1. *Fresno County will be the holder of the master agreement.*

Q2. Is there a minimum or maximum number of providers that will be awarded?

A2. *There is no minimum or maximum number of providers. Proposals will be selected based on award criteria.*

Q3. Is there a minimum or maximum amount of Map Points to be operated?

A3. *There is no minimum or maximum amount of Map Points. County will be looking at geographic, strategic and heavy foot traffic areas of our mutual clients to evaluate proposals.*

Q4. How will the location of the MAP Points be considered?

A4. *The evaluation will be weighted on the density of mutual clients. Rural areas will be given discretion. Please see Table A for geographic data of DBH clients.*

Q5. Is the County planning on operating any Map Points out of a County location?

A5. *It's a possibility.*

Q6. Is the vision that each location will serve multiple populations or will each location have their own specialty, i.e., children, LGBT, etc.?

A6. *The vision is for the MAP Point to serve all populations.*

Q7. Is it possible to propose multiple access points? If so, should it be written in a single proposal or should separate proposals be submitted for each site?

A7. *Multiple access points can be identified in a single proposal.*

Q8. At the vendor conference you referenced a contract similar to the SMART Model of Care – can you describe what that contract looks like?

A8. The SMART model of care is a Full Service Partnership agreement funded through MHSA funds for services to children 0-10 years of age, which involves three partner agencies working collaboratively.

Q9. Will you have to have MOUs for other agencies or subcontractors?

A9. If other agencies or subcontractors are providing the services that you are contracted through the County to provide, County will need to review and approve any MOUs.

Q10. Would the County be open to a phased-in approach within the contract to allow for testing on a smaller scale, followed by plan analysis, plan adjustments and then expanded launch? For example, the MAP Point at rural sites will have challenges not necessarily encountered at urban sites. Launching on a smaller scale could avoid costly mistakes before launching on a larger scale.

A10. County will review each bid based on its merits and determine what is the most advantageous to the County and its clients.

Q11. Are you allowing multiple agencies to come together and write proposals and work together?

A11. Multiple agencies are allowed to collaborate and submit one proposal.

Q12. If we collaborate with another agency, how will the billing be done?

A12. Each agency can bill the County directly or the County can pay the lead agency and the other agencies can request payment from the lead.

Q13. The VI-SPDAT Release of Information covers multiple agencies. Are there any legal issues in using a form listing various agencies on the same form?

A13. Per County Counsel, there are no statutes that would prohibit the client from authorizing disclosure of information to as many different agencies as they wish. The client can decide who they would like to have their personal information, and it should not require several different forms to accomplish that.

Q14. A detailed description for the Scope of Work using the SOW on page 20 must be provided, but where is the information from Proposal Content and Bidder's Response (page 22) to be inserted?

A14. The information from the Proposal Content and Bidder's Response is part of the Scope of Work response. Page 28 of the RFP contains further instructions.

Q15. With the time frame extended, does this extend the start-up date?

A15. Through the master agreement format, County can move forward with providers that are ready to start and then return to add other providers when they are ready.

Table A - CY 2015 DBH Clients by City and Zip Code

City	Zip Code	Client Count	City	Zip Code	Client Count
Fresno		18,832	Kerman		344
	93706	2,175		93630	340
	93722	2,127		Others	4
	93727	2,097	Coalinga		238
	93702	1,948		93210	235
	93726	1,696		Others	3
	93705	1,603			
	93703	1,458	Orange Cove		180
	93704	850		93646	178
	93728	836		Others	2
	93710	776			
	Others	3,267	Others		1,926
				93631	145
Clovis		1,798			93234
	93612	998		93650	137
	93611	564		93625	137
	93619	212		93640	132
	Others	24		93622	101
				93609	78
Sanger		729			93616
	93657	727		93602	65
	Others	2		93656	63
				Others	864
Selma		515		Unlisted	321
	93662	511			
	Others	4			
Reedley		423			
	93654	420			
	Others	3			
Parlier		376			
	93648	375			
	Others	1			