



**DRAFT  
COUNTY OF ALAMEDA**

**INFORMAL REQUEST FOR INTEREST No.  
for  
Provision of Consultation Services**

FAXED RESPONSE DUE  
By electronic mail

On November 15, 2013

To Rachel Bryant, Program Specialist  
Alameda County Behavioral Health Care Services

Email: [rbryant@acbhcs.org](mailto:rbryant@acbhcs.org)

PHONE: (510) 567-8100

**VENDOR INSTRUCTIONS:**

- REVIEW ALL SPECIFICATIONS BEFORE QUOTING;
- COMPLETE EXHIBIT A, BID FORM – format may be revised but essential information Exhibit A must be preserved.
- PROVIDE PROOF OF INSURANCE AS SPECIFIED ON EXHIBIT C, COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS;

**FOR PURCHASES \$25,000 OR LESS:** VENDORS MUST MEET THE ATTACHED DEFINITION OF A SMALL LOCAL OR EMERGING BUSINESS (SLEB).

**A. INTENT**

It is the intent of these specifications, terms and conditions to describe the Consumer Complaint and Grievance Process review services required by Alameda County Behavioral Health Care Services (ACBHCS/County).

ACBHCS desires to purchase program review services to support its compliance control program and to ensure that serious compliance issues are addressed when identified through the ACBHCS current system of routine monitoring.

**INITIAL SCREENING AND RESPONSE**

Submit in writing your interest together with a brief resume stating your experience and contact number. Once a list of responders to this request is collected, BHCS will hold a question and answer session to clarify requirements and other areas in this request.

**B. SCOPE**

**Background**

ACBHCS provides behavioral health care and related services to MediCal beneficiaries and other eligible residents of Alameda County. The County also contracts for behavioral health care and related services with community organizations and individual practitioners. ACBHCS, the contracting community organizations, and the individual practitioners comprise a network of over 500 providers of direct services in the ACBHCS Systems of Care. ACBHCS is required by the State of California to receive complaints and grievances from clients who are eligible to receive county mental health services pertaining to entitlement of services or quality of care received from ACBHCS programs. The goal of the Consumer Complaint and Grievance Process (CCGP) is to assist in the resolution of complaints and grievances with a focus on resolving issues at the lowest administrative level possible.

ACBHCS currently contracts with the Alameda County Mental Health Association (MHA) to provide supports and services for the CCGP under the supervision of BHCS Quality Assurance Program to meet this requirement.

**Services Required**

1. ACBHCS is seeking to procure the following services:
  - a. Determine and document practices and procedures constituting the implementation of the Alameda County MHP implementation of the CCGP.
  - b. Determine whether or not BHCS is in compliance with the State of California regulations, policies, and procedures;
  - c. Assess and document consumers' experience(s) with the CCGP.
  - d. Assess the effectiveness of the CCGP in addressing consumer complaints/grievances.

2. The vendor shall provide reports describing all vendor services provided that are billed, including incidental consultation and training and any services not specifically described in the vendor contract. These services will require prior authorization from ACBHCS to qualify for reimbursement.
3. Services are required for approximately 3 months and will not exceed cost of \$20,000.

**C. VENDOR QUALIFICATION CRITERIA**

1. Experience:
  - a. Demonstrated performance in program review and evaluation in local government settings.
  - b. Demonstrated use of program evaluation and review techniques to determine program strengths and deficits regarding application of rules and regulations in local government processes.
  - c. The vendor shall consistently provide and assign high quality consultants to deliver services as needed and as described, incorporating any problem-specific adjustments as may be agreed upon with ACBHCS.
  - d.
2. References
  - a. Must be able to provide references of contracts awarded (within the past 5 years) similar to the scope of services described above.
  - b.

**D. COUNTY PROVISIONS**

1. Preference for Local Products and Vendors: A five percent (5%) preference shall be granted to Alameda County products or Alameda County vendors on all sealed bids on contracts except with respect to those contracts which state law requires be granted to the lowest responsible bidder. An Alameda County vendor is a firm or dealer with fixed offices and having a street address within the County for at least six (6) months prior to the issue date of this IRFQ; and which holds a valid business license issued by the County or a city within the County. Alameda County products are those which are grown, mined, fabricated, manufactured, processed or produced within the County. Locality must be maintained for the term of the contract. Evidence of locality shall be provided immediately upon request and at any time during the term of any contract that may be awarded to Contractor pursuant to this IRFQ.
2. Small and Emerging Locally Owned Business: A small business for purposes of this RFP/Q is defined by the United States Small Business Administration and must be certified by the County for the following NAICS Code(s): 541690, 541611, 541618 as having no more than *\$1 million as required per SBA standards based on the appropriate NAICS code for that industry* in average annual gross receipts over the last three (3) years. An emerging business, as defined by the County, is one that has less than one-half (1/2) of the preceding amount and has been in

business less than five (5) years. In order to participate herein, the small or emerging business must also satisfy the locality requirements and be certified by the County as a Small or Emerging, local business. A certification application package (consisting of Instructions and Application) can be found at [https://www.acgov.org/sleb\\_app/EntryFormServlet](https://www.acgov.org/sleb_app/EntryFormServlet).

A locally owned business, for purposes of satisfying the locality requirements of this provision, is a firm or dealer with fixed offices and having a street address within the County for at least six (6) months prior to the issue date of this IRFQ; and which holds a valid business license issued by the County or a city within the County.

The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County's purchase of goods and services. As a result of the County's commitment to advance the economic opportunities of these businesses the following provisions shall apply to this IRFQ:

- a. If Bidder is certified by the County as either a small and local or an emerging and local business, the County will provide a five percent (5%) bid preference, in addition to that set forth in paragraph 1., above, for a total bid preference of ten percent (10%). However, a bid preference cannot override a State law, which requires the granting of an award to the lowest responsible bidder.
- b. Bidders not meeting the small or emerging local business requirements set forth above do not qualify for a bid preference **and** must subcontract with one or more County certified small and/or emerging local businesses for at least twenty percent (20%) of Bidder's total bid amount in order to be considered for the contract award. Bidder, in its bid response, must submit written documentation evidencing a firm contractual commitment to meeting this minimum local participation requirement. Participation of a small and/or emerging local business must be maintained for the term of any contract resulting from this IRFQ. Evidence of participation shall be provided immediately upon request at any time during the term of such contract.

The County reserves the right to waive these small/emerging local business participation requirements in this IRFQ, if the additional estimated cost to the County, which may result from inclusion of these requirements, exceeds five percent (5%) of the total estimated contract amount or Ten Thousand Dollars (\$10,000), whichever is less.

The following entities are exempt from the Small and Emerging Local Business (SLEB) requirements as described above and are not required to

subcontract with a SLEB. If you apply and are certified as a SLEB, you will receive a 5% SLEB bid preference:

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

Non-profits must provide proof of their tax exempt status. These are defined as organizations that are certified by the U.S. Internal Revenue Service as 501(c) 3.

If additional information is needed regarding this requirement, please contact the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak St., Rm. 249, Oakland, CA 94612 at Tel: (510) 891-5500, Fax: (510) 272-6502 or via E-mail at [ACSLEBcompliance@acgov.org](mailto:ACSLEBcompliance@acgov.org).

3. Subject to the requirements of the SLEB program and the criteria of each procurement process, the maximum bid evaluation preference points for being certified is ten percent (10%) [five percent (5%) local, and five percent (5%) certified]. Compliance with the SLEB program is required for architectural, landscape architectural, engineering, environmental, land surveying, and construction project management services projects, but no preference points are applied.
4. First Source Program: The First Source Program has been developed to create a public/private partnership that links CalWORKs job seekers, unemployed and under employed County residents to sustainable employment through the County's relationships/connections with business, including contracts that have been awarded through the competitive process, and economic development activity in the County. Welfare reform policies and the new Workforce Investment Act requires that the County do a better job of connecting historically disconnected potential workers to employers. The First Source program will allow the County to create and sustain these connections.

Vendors awarded contracts for goods and services in excess of One Hundred Thousand Dollars (\$100,000) as a result of any subsequently issued IRFQ are to allow Alameda County ten (10) working days to refer potential candidates to vendor to be considered by Vendor to fill any new or vacant positions that are necessary to fulfill their contractual obligations to the County, that Vendor has available during the life of the contract before advertising to the general public. Potential candidates referred by County to Vendor will be pre-screened, qualified applicants based on vendor specifications. Vendor agrees to use its best efforts to fill its employment vacancies with candidates referred by County, but the final

decision of whether or not to offer employment, and the terms and conditions thereof, rest solely within the discretion of the Vendor.

Bidders are required to complete, sign and submit in their bid response, the First Source Agreement that has been attached hereto as Exhibit H, whereby they agree to notify the First Source Program of job openings prior to advertising elsewhere (ten day window) in the event that they are awarded a contract as a result of this IRFQ. Exhibit H will be completed and signed by County upon contract award and made a part of the final contract document.

If compliance with the First Source Program will interfere with Contractor's pre-existing labor agreements, recruiting practices, or will otherwise obstruct the Contractor's ability to carry out the terms of the contract, the Contractor will provide to the County a written justification of non-compliance.

If additional information is needed regarding this requirement, please contact the Auditor-Controller's Office of Contract Compliance (OCC) located at 1221 Oak St., Rm. 249, Oakland, CA 94612 at Tel: (510) 891-5500, Fax: (510) 272-6502 or via E-mail at [ACSLEBcompliance@acgov.org](mailto:ACSLEBcompliance@acgov.org).

5. **Environmentally Friendly Packaging:** Alameda County is an environmentally responsible employer and seeks all practical opportunities for waste reduction and recycling. The County, therefore, encourages its contractors to reduce waste volume and toxicity by using environmentally friendly packaging material whenever possible. Options may include backhauling product packaging to the supplier for reuse or recycling, shipping in bulk or reduced packaging, using soy bean-based inks for packaging printing, using recycled product packaging or using recyclable or reusable packaging material. The County encourages all bidders and contractors for goods and services to adhere to these principles where practicable.

#### **E. COMPLIANCE INFORMATION AND RECORDS**

As needed and upon request, for the purposes of determining compliance with the SLEB Program, the Contractor shall provide the County with access to all records and documents that relate to SLEB participation and/or certification. Proprietary information will be safeguarded. All subcontractor submittals must be through the prime contractor.

