

**Alameda County Behavioral Health**  
RFPQ No. 19-07, Questions and Answers

**ALAMEDA COUNTY BEHAVIORAL HEALTH (ACBH)  
QUESTIONS AND ANSWERS**

to

**RFPQ #19-07 Housing Support Program (HSP)**

**Specification Clarification/ Modification of the Information Session held on  
Wednesday May 29, 2019**

This County of Alameda, General Services Agency (GSA), RFPQ Addendum has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County's Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP/Q Addendum will also be posted on the GSA Contracting Opportunities website located at [https://www.acgov.org/gsa\\_app/gsa/purchasing/bid\\_content/contractopportunities.jsp](https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp)

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

The following Sections have been modified to read as shown below. Changes made to the original RFP document are in **bold** print and **highlighted**, and deletions made have a ~~strike~~ through.

**CLARIFICATIONS & CORRECTIONS/CHANGES THAT PERTAIN TO...**

<b>Event</b>	<b>Date/Location</b>	
Request for Proposals (RFPQ) Issued	Thursday May 16, 2019	
Bidder's Written Questions Due	By 5:00 pm on the day of 2 <sup>nd</sup> Bidder's Conference – ACBH strongly encourages Bidders to submit written questions earlier.	
Information Session	Wednesday May 29, 2019	3:00 pm - 4:30 pm 1900 Embarcadero Cove, Oakland Suite 101 Brooklyn Basin
Questions and Answers Issued	<del>Wednesday June 5, 2019</del> <b>Monday June 10, 2019</b>	
<b>Responses Due</b>	<b>By 2:00 pm on Tuesday June 25, 2019</b>	
Award Date	Thursday July 19, 2019	
Board Agenda Date	October 2019	
Contract Start Date	October 1, 2019	

**RESPONSES TO BIDDERS QUESTIONS**

**General**

Q1) Is the bid proposal sheet going to be made available electronically or just in paper?

**A1) Bidders who wish submit a response can access the Bid Response Template Word document and the Request for Pre-Qualification RFPQ (in PDF) electronically, both are available online here:**

**[https://www.acgov.org/qsapp/qsapurchasing/bid\\_content/contractingdetail.jsp?BID\\_ID=2124](https://www.acgov.org/qsapp/qsapurchasing/bid_content/contractingdetail.jsp?BID_ID=2124)**

Q2) Can you send us the bid submission template electronically?

**A2) Please refer to the answer to Q1.**

Q3) Will you be able to extend the due date of 6/25 if you are still working with CCL to add more services?

**A3) Alameda County Behavioral Health (ACBH) cannot extend the due date.**

**However, ACBH plans to open the RFPQ process annually to expand the pool of HSP SAN contractors continuously. Advertising of this contracting opportunity will be posted on the following websites:**

**<http://www.acbhcs.org/Docs/docs.htm#RFP>**

Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers

[https://www.acgov.org/gsa\\_app/gsa/purchasing/bid\\_content/contractopportunities.isp](https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.isp)

Q4) Can you have all levels of services in one home facility?

**A4) Yes, as long as the Bidder can demonstrate that they can provide all levels of service listed under Section I. D. Bidder Minimum Qualifications in the RFPQ.**

Q5) If our facilities have bid capacity, beds, are we going to be limited on number of residents who will be qualified for level 2 or 3?

**A5) The limit of clients referred and paid at any given level will be based on system-wide needs among clients and the availability of ACBH funding as determined by ACBH's Housing Services Office.**

Q6) Will this program provide any financial assist to modify or expand existing services/ sites?

**A6) No.**

Q7) Would you please explain about the audit process? What are documents or books of accounts needed? What are the benefits of audit?

**A7) Per Section I.E. Specific Requirements on page 8, non-federal entities which expend {receive} annual funds for any source through the county of \$100,000 or more must have a financial audit in accordance with the US Comptroller General's Generally Accepted Government Auditing Standards covering all County programs. Non-Federal entities receiving less than \$100,000 in annual funds from Alameda County are exempt from these requirements. Please reference Section III. B. Exhibit D Audit Requirements on pages 19-20 of the RFPQ for more information.**

**HSP Levels of Care**

Q8) Are the levels per client referred and accepted or per home?

**A8) The rates are per ACBH client referred and accepted by the facility.**

Q9) Are rates negotiable based on the level of mental capacity or needs of the individuals served?

**A9) No, rates are dependent on needs of the client. ACBH will determine the rate level based on documented client needs and the availability of funding. ACBH staff will make this determination based on needs documented on the CCL Functional Capability Assessment and the Physician Report for Residential Care Facilities for the Elderly License Form 602A.**

Q10) Any change of condition/ care after admission be a reason of care level?

**A10) Yes, ACBH may review client cases as needed and determine if any rate changes are possible based on the care need level.**

Q11) Can a Certified Nursing Assistant (CNA) give injections?

Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers

**A11) No. Per General Licensing Requirements, link below, injections may be administered by clients. If clients are unable to do so, injections shall only be administered by licensed medical professionals, such as physicians, licensed vocational nurses and registered nurses.**

<http://cclid.ca.gov/res/pdf/GeneralLicensing.pdf>

Q12) What is the difference between providing supervision with injection and directly giving the injections?

**A12) HSP providers must have appropriate staffing and CCL verification to administer injection medications. HSP providers interested in receiving referrals for clients that need support with regular administration of injection medications must submit CCL verification of capacity to administer injection medications with their bid. Direct administration of injection is needed when a client cannot perform the functions of ensuring the appropriate dose of medication is injected as prescribed on their own. Supervision of injections involves only observation that the client appropriately injected the medication as prescribed.**

Q13) If not administering injections but monitoring the accuracy of the resident's administration of insulin, does that count?

**A13) Please see response to Q12.**

Q14) Would you please explain if the Level 3 care increases beyond Level 3? Would you be able to proportionately increase the amount?

**A14) The Level 3 reimbursement rate of \$3,000 per client monthly is the highest reimbursement amount available in this program.**

### **Clients and Eligibility**

Q15) Currently providing services to residents, clients, who have behavioral/ SMI. Can they be qualified for ACBH services?

**A15) ACBH staff determine the clients eligible to participate in this program. Clients not currently enrolled in the program *may* be enrolled in the new program if the client currently receives ACBH-funded housing subsidies or if ACBH refers a new client to a vacant bed in a participating home.**

Q16) How about former clients under SRP program but was dropped/ out/ removed because of budget constraints? Can these clients be eligible in the new program – HSP?

**A16) No.**

Q17) Are services for blind, def/ mute, monolingual residents included?

**A17) Yes, if eligible for HSP services. ACBH will refer clients to contracted HSPs.**

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

Q18) What if you currently provide such services as intense ADL to one or two clients urinary problem, monitor closely to client to do her movement issues but CCL does not recognized such person as non ambulatory?

**A18) HSP providers with clients that may need supports or services that require higher levels of care should obtain an updated physician's report and functional assessment with the client's primary care provider. ACBH may review client cases to determine the appropriate level of care payment based on need and availability of funds.**

**Please reference:**

**Physician's Report for Residential Care Facilities for the Elderly located at the link below for additional information on physician's report:**

**<http://www.cdss.ca.gov/cdssweb/entres/forms/english/lic602a.pdf>**

**Functional Capability Assessment located at the link below for additional information on assessing functional capabilities:**

**<http://www.cdss.ca.gov/cdssweb/entres/forms/English/LIC9172.PDF>**

Q19) How are you going to evaluate a client that's incontinent but ambulatory? Who decides what level 1 is? Under the umbrella of incontinence with BM plus incontinence, and multiple illnesses ei. M.I. combative, verbally abusive?

**A19) Please see response to Q18. ACBH will determine and approve HSP levels of care as outlined on Section I. A. Intent in the RFPQ.**

Q20) Where will you classify clients needing frequent constant redirections from intrusive behavior? Clients who constantly flushes the toilet in a compulsive and obsessive manner, wasting a lot of water? Client who is a fall risk and morbidly obese, who needs help sometimes to get up from chairs or from the shower/ commode? Client who requires several promptings to get up from bed, come out for meals, take meds? Clients who you physically get into the shower with, braid, and give haircuts to weekly?

**A20) Please see response to Q19.**

Q21) If you are limited to support client between ages 19-50 but 3 of our clients are ages 60 and above. What level would be allowed?

**A21) The level of payment is based on the level of client need rather than their age. The age range mix in a home will not influence the level of payment. Homes must comply with CCL regulations related to the age mix of their residents.**

**Bid Submission**

Q22) We have been paying the annual CCL fees but do not have an updated or current copy of our ARF or RCFE (last dated several years ago), what do we do?

**Q23) Please request a copy of a valid updated license from CCL. If one cannot be obtained, please send a copy of your original licensed and a printout from the CCL**

Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers

website that indicates your licensure is current. Verification can be obtained by visiting the CCL website and finding your home through their database - <http://www.cdss.ca.gov/inforesources/Community-Care-Licensing/Facility-Search-Welcome>

Q24) Do we need to specify how many beds capacity we want to contract?

**A24) No, only the information requested in the Bid Response Template.**

Q25) If existing residents, have different needs and services, do we need to check 2 or 3 boxes?

**A25) Please indicate the Level/ Levels of care which applying for in your Bid Response and provide appropriate documentation/ information. The bid response should reflect the levels of care that your home can provide rather than the needs of current residents.**

Q26) If selecting Level 2 or 3, what documentation is required to demonstrate our facility can meet that level of care?

**A26) Please refer to the instructions in the Bid Response template.**

Q27) What documentation is needed to demonstrate IADLS?

**A27) Please refer to and complete the ADL/ IADL Activities and Supports Table in the Bid Response Template.**

Q28) Will providers be notified about these documentation requirements before bid submission or during SAN contracting?

**A28) Bidders must meet Bidder Minimum Qualifications for the HSP Level of care applying for as outlined in Section I.D. Bidder Minimum Qualification on pages 6 and 7 of the RFPQ to be eligible for a SAN contract.**

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

**INFORMATION SESSION ATTENDANCE**

<b>Company Name and Address</b>	<b>Representative Name</b>	<b>Contact Information</b>
Alameda County Behavioral Health 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606-5235	Liz Delph	Phone: (510) 777-2146
		E-Mail: elizabeth.delph@acgov.org
		SLEB Certified: Yes <input type="checkbox"/>
Alameda County Behavioral Health 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606-5235	Rachel Garcia	Phone: (510) 383-1744
		E-Mail: Rachel.garcia2@acgov.org
		SLEB Certified: Yes <input type="checkbox"/>
Alameda County Behavioral Health 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606-5235	Shani Reynolds	Phone: (510) 3832859
		E-Mail: shani.reynolds@acgov.org
		SLEB Certified: Yes <input type="checkbox"/>
Alameda County Behavioral Health 1900 Embarcadero Cove, Suite 205 Oakland, CA 94606-5235	Pat Chin	Phone: (510) 777-2114
		E-Mail: patricia.chin@acgov.org
		SLEB Certified: Yes <input type="checkbox"/>
Alameda County Behavioral Health 1900 Embarcadero Cove, Suite 400 Oakland, CA 94606-5235	Robert Ratner	Phone: (510) 567-6849
		E-Mail: Robert.Ratner@acgov.org

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

Company Name and Address	Representative Name	Contact Information
		SLEB Certified: Yes <input type="checkbox"/>
Tia Maria Family Home 28175 Ruus Rd Hayward, CA 94544	David de Alemeida	Phone: 510-909-5249
		E-Mail: david_deAlmeida@cox.net
		SLEB Certified: Yes <input type="checkbox"/>
Lakeshore Residential Care	Richard Ginbutch	Phone:
		E-Mail: lakeshore1901@yahoo.com
		SLEB Certified: Yes <input type="checkbox"/>
Payton House	Patricia Shepard	Phone: 510-568-8309
		E-Mail: pat1060@yahoo.com
		SLEB Certified: Yes <input type="checkbox"/>
HSP Consultant	Bob Johnson	Phone: 510-912-0994
		E-Mail: bjohnson@acbhcs.org
		SLEB Certified: Yes <input type="checkbox"/>
AmeriCare Community Services, Inc.	Felix O. Guillory	Phone: 510-557-1187
		E-Mail: FelixGamcveterans@gmail.com
		SLEB Certified: Yes <input type="checkbox"/>
BHCS HSP Eastmont	Lorraine Lilley	Phone: 510-325-5024
		E-Mail: Lorraine.lilley@acgov.org

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

Company Name and Address	Representative Name	Contact Information
		SLEB Certified: Yes <input type="checkbox"/>
Diann's Care Home	Olive M Wendy Wong	Phone: 510-887-8898
		E-Mail: arcadian-hayward@att.net
		SLEB Certified: Yes <input type="checkbox"/>
	Ferdie Gutierrez Hentage Itayan	Phone: 510-282-9760
		E-Mail:
		SLEB Certified: Yes <input type="checkbox"/>
Wings of Love	Clifton E. Raynor	Phone: 510-500-6091
		E-Mail: raynor1@pacbell.net
		SLEB Certified: Yes <input type="checkbox"/>
Royal Colony in Berkeley McClure Care Home	Juliann U. Taburaza	Phone: 510-673-1788
		E-Mail: jutaburaza@gmail.com
		SLEB Certified: Yes <input type="checkbox"/>
Thomas Adams RCF 5152 Foothill Blvd Oakland, CA 94601	Harold Thomas	Phone: 510-305-7789
		E-Mail: hcthomasju@hotmail.com
		SLEB Certified: Yes <input type="checkbox"/>
Thomas Adams RCF	Matthew Thomas	Phone: 510-812-7791

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

<b>Company Name and Address</b>	<b>Representative Name</b>	<b>Contact Information</b>
5152 Foothill Blvd Oakland, CA 94601		E-Mail: mathomas@yahoo.com
		SLEB Certified: Yes <input type="checkbox"/>
New Horizons RCFE 5115 Foothill Blv Oakland, CA 94601	Rosario Utleg Sofia New	Phone: 510-261-1112
		E-Mail: sofianew85@yahoo.com
		SLEB Certified: Yes <input type="checkbox"/>
Royal Colony in Berkley 1606 Alcatraz Ave Berkeley, CA 94703	Joseph Taburaza	Phone: 510-684-5808
		E-Mail: jbtburaz1@gmail.com
		SLEB Certified: Yes <input type="checkbox"/>
Fulton Care 28024 Ruus Rd Hayward, CA 94544	Glen Ocal	Phone: 408-858-4546
		E-Mail: glen@ocal.com
		SLEB Certified: Yes <input type="checkbox"/>
ACBH Network Office	Natalie Caldwell	Phone: 510-283-2861
		E-Mail: Natalie.caldwell@acgov.org
		SLEB Certified: Yes <input type="checkbox"/>
ACBH Network Office	Akenja Jones	Phone: 510-383-1586
		E-Mail: Akenja.jones@acgov.org
		SLEB Certified: Yes <input type="checkbox"/>
Great Expectations Residential	Ken Ugbaja	Phone: 650-888-9596
		E-Mail: iwunna@comcast.net

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

<b>Company Name and Address</b>	<b>Representative Name</b>	<b>Contact Information</b>
		SLEB Certified: Yes <input type="checkbox"/>
Great Expectations Residential	Chika Ugbaja	Phone: 650-303-1191
		E-Mail: iwunna@comcast.net
		SLEB Certified: Yes <input type="checkbox"/>
Cherry Blossom Residential Care	Billy Leung	Phone: 510-276-6003
		E-Mail: billy@cbrc.life
		SLEB Certified: Yes <input type="checkbox"/>
Grand Lake Home 365 Staten Ave Oakland, CA 94610	Therea Benigno Veronica B. Guinto	Phone: 510-836-7549
		E-Mail: <a href="mailto:vbquinto@gmail.com">vbquinto@gmail.com</a> <a href="mailto:tbenigno@gmail.com">tbenigno@gmail.com</a>
		SLEB Certified: Yes <input type="checkbox"/>
Amazing Grace Care Home 4617 Mowry Ave Fremont, CA	Corazon Z. Pangilina	Phone: 510-501-2990
		E-Mail: corapangilinan@gmail.com
		SLEB Certified: Yes <input type="checkbox"/>
Lake Merritt Care Home 576 Valle Vista Ave Oakland, CA 94610	Maria Millatus	Phone: 650-642-6193
		E-Mail: milaremarie@gmail.com
		SLEB Certified: Yes <input type="checkbox"/>
San Miguel Homes 35037 Begonia St Union City, CA 94587	Precilla San Miguel	Phone: 510-258-2486
		E-Mail: precilla.sanmiguel@sbcglobal.net
		SLEB Certified: Yes <input type="checkbox"/>
San Miguel Homes 35037 Begonia St	Cris Sanguie	510-449-8285
		E-Mail: criisjay@gmail.com

**Alameda County Behavioral Health Care  
RFPQ No. 19-07, Questions and Answers**

<b>Company Name and Address</b>	<b>Representative Name</b>	<b>Contact Information</b>
Union City, CA 94587		SLEB Certified: Yes <input type="checkbox"/>
Pleasant Hill Manor 27794 Pleasant Hill Ct Hayward, CA 94542	Richard Gindlesbayer	Phone: 510-581-3557
		E-Mail: <a href="mailto:ginbutch@sbcglobal.net">ginbutch@sbcglobal.net</a>
		SLEB Certified: Yes <input type="checkbox"/>
29010 Ruus Rd Hayward, CA 94544	Maria A Selva	Phone: 510-432-3133
		E-Mail:
		SLEB Certified: Yes <input type="checkbox"/>
Tia Maria's Family Home 28175 Ruus Rd Hayward, CA 94544	Maria De Almedia	Phone: 510-887-6221
		E-Mail: <a href="mailto:mariad771747@gmail.com">mariad771747@gmail.com</a>
		SLEB Certified: Yes <input type="checkbox"/>
Good Shepard Vista 5472 Foothill Blvd Oakland, CA 94601	Hasmin Koo	Phone: 408-202-2236
		E-Mail: <a href="mailto:goodshepardvista@gmail.com">goodshepardvista@gmail.com</a>
		SLEB Certified: Yes <input type="checkbox"/>
Rose Garden Vista 1615 High St Oakland, CA 94601	Haidie Bautista	Phone: 510-677-6561
		E-Mail: <a href="mailto:rosegardenvista@gmail.com">rosegardenvista@gmail.com</a>
		SLEB Certified: Yes <input type="checkbox"/>
Lakeshore Residential Care 1901 3 <sup>rd</sup> Ave Oakland, CA 94606	Gaffar Syed Nora Syed	Phone: 510-604-1660
		E-Mail: <a href="mailto:lakeshore1901@yahoo.com">lakeshore1901@yahoo.com</a>
		SLEB Certified: Yes <input type="checkbox"/>