

NOTICE TO VENDORS

**PUBLIC AUTHORITY FOR IN-HOME SUPPORTIVE SERVICES
IN ALAMEDA COUNTY**



REQUEST FOR INTEREST (RFI Reissued 3/17/09)

FY 2009-2010 through 2011-2012

RAPID RESPONSE

Emergency IHSS Worker Replacement Services

RFI RESPONSE DEADLINE

12:00 P.M. (Noon), Wednesday, April 15, 2009

at

Public Authority for IHSS in Alameda County

Adult and Aging Services Offices

6955 Foothill Blvd. Third Floor

Oakland, CA 94605

or

E-mail: mblackwell@ac-pa4ihss.org

Requests for Proposal (RFP) issued as a result of this Request for Interest (RFI) will be issued electronically via e-mail. Please be sure to provide the complete and accurate e-mail address on the attached Vendor Application to receive the RFP.

To vendors registered or certified in the Small Local Emerging Business Vendor Database: Maintain correct and accurate e-mail address information to ensure receipt of future RFIs .

See RFI posted at:

http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp

OR

<http://www.alamedasocialservices.org/>

For further information regarding the RFI:

Contact person: Michele Blackwell, Program Manager

Public Authority for In-Home Supportive Services in Alameda County

Phone Number: (510) 577-3550 E-mail Address: mblackwell@ac-pa4ihss.org

A. INTENT

The intent of these specifications, terms and conditions is to gather proposals from qualified organizations interested in contracting with the Public Authority (PA) for In-Home Supportive Services (IHSS) and its fiscal agent, Alameda County (the County), to provide certain services.

This request for interest seeks to notify all potentially interested parties and to solicit official Letters of Interest in applying for a contract to provide **RAPID RESPONSE, Emergency IHSS Worker Replacement Services** for three one-year periods, the first contract period ending June 30, 2010. The initial contract is subject to annual review and renewal for each of the following years by mutual agreement.

These services would commence at a mutually agreed upon date, preferably July 1, 2009. Please see **VENDOR QUALIFICATION CRITERIA**, Section C, that lists criteria required to qualify.

The County intends to issue a Request for Proposal (RFP) to award a one (1) year contract (with option to renew for two additional one-year periods) to one or more bidders selected as most capable of meeting the PA/County's requirements.

The County of Alameda does not guarantee that a subsequent RFP will be issued. Should an RFP be issued, the terms and conditions described in this RFI are not guaranteed to remain exactly the same.

B. SCOPE/BACKGROUND

Alameda County Adult & Aging Services fund certain personal care and domestic services to assist IHSS recipients (consumers) through contracts managed by the Public Authority for IHSS in Alameda County. These contracted services are established through a competitive bidding process, pursuant to the State of California Welfare and Institutions Code.

The Rapid Response services are available to qualifying IHSS consumers residing throughout Alameda County in accordance with the eligibility criteria and protocols developed by the Public Authority. There are currently about 18,000 IHSS consumers residing in Alameda County. In recent years, Rapid Response has provided a total of 50 to 500 hours of service per month. The volume of service varies from month to month and the annual volume could increase or decrease over recent levels. Approximately 70% of Alameda County IHSS recipients reside in Oakland and Berkeley.

Alameda County consists of the following incorporated cities:

Alameda	Livermore
Albany	Newark
Berkeley	Oakland
Dublin	Piedmont
Emeryville	Pleasanton
Fremont	San Leandro
Hayward	Union City

And the following unincorporated communities:

Ashland	San Lorenzo
Castro Valley	Sunol
Cherryland	

Up to a total of \$95,000 is expected to be available annually to serve all eligible IHSS consumers in Alameda County who request and qualify for assistance in the first contract year. Service will be billed monthly on a per hour rate and paid in arrears. The rate paid may be slightly more than the organization’s usual and customary rate since these are short-term, often one-time, referrals. Contracts are contingent upon the availability of and receipt of funds from the State and Alameda County and are subject to approval by the Alameda County Board of Supervisors. The Public Authority will manage the contract.

C. VENDOR QUALIFICATION CRITERIA

Any public, nonprofit or for-profit organization is eligible to submit a letter of interest* under the following conditions:

- The organization must qualify to be an Alameda County vendor and comply with Alameda County procurement policies.
- The applicant organization, if a corporation, must be in good standing and qualified to conduct business in California and must be in compliance with all applicable laws governing provision of these services.
- The organization currently must be technically and administratively capable of providing Emergency IHSS Worker Replacement Services without significant staffing increases or administrative/operational changes.
- The organization must have provided these services for at least five years and must currently provide services in Alameda County (or other local county).
- The organization must have demonstrated ability or recent experience in providing these services under contract to a State or County social service agency.

**See Section J for RFI Response format and additional requirements.*

D. PROGRAM PURPOSE AND CONTRACTOR'S DUTIES

Applicants interested in providing Emergency IHSS Worker Replacement Services will note the following program description and service contractor's duties.

The Emergency IHSS Worker Replacement Services are provided to help IHSS consumers in Alameda County remain in their homes safely by referring a screened and capable replacement home care worker, home health aid, personal assistant, RN or LVN to perform essential personal care, domestic or Paramedical services that cannot wait until the person's regular IHSS worker is available. Some consumers requesting a replacement worker will need someone within two hours of the call. Consumers will be limited to receiving a replacement worker a maximum of four times per month and a maximum of four hours per visit. Most requests involve the provision of two or three hours of personal care services. Certain domestic tasks may be provided if an urgent need for such can be stated, but routine housework is not provided. Paramedical services, as defined in IHSS regulations, are to be provided by appropriately trained and certified staff. Agency will be responsible for obtaining written doctor's orders to do so as requested.

The organization must have sufficient office staff available during normal work hours (8 AM to 5 PM) every day and have an answering service or staff available outside of office hours to take calls, assess the consumer's eligibility and need and dispatch a worker that will arrive and provide the necessary services within two hours of the call if the need is very urgent or within two hours of the requested START TIME.

For requests received with LESS THAN TWO HOURS ADVANCE NOTICE, the expectation is that the organization will be able to provide a worker within two hours of the call on all requests received between 6 AM and 8 PM. The contract will include additional payment for all requests with two hours or less notice that are successfully served (i.e. the worker arrives within two hours of the call). The organization will always make a reasonable effort, using the resources available to them, to provide a replacement worker within the time deadlines for all requests. Services provided by the workers will generally include non-medical personal care, such as bathing, dressing, feeding, toileting, assistance into and out of bed or wheelchair, assistance with medication, and critical domestic assistance such as meal preparation, food shopping, or pick-up of medications, when necessary to ensure the person's health and safety. Para-medical services, such as injections, enemas, etc. will be paid for at a higher negotiated rate, appropriate to the worker's level of medical training or certification.

The organization will recruit and maintain a sufficient number of workers to meet the need for service; will interview, screen, check references, do State Department of Justice or local criminal background checks in the worker's counties of residence in California, provide initial and ongoing training, and assess the worker's capability to provide the service; and will select a worker who has the necessary skills and experience and capability to meet the needs of the IHSS consumer. The organization must be able to provide phone intake and an appropriate worker to IHSS consumers who speak languages other than English. The Public Authority will allow the organization to use the County's language line for interpretation at no charge, for these contracted services only. The organization will keep detailed records and provide monthly detail and statistical reports to the Public Authority identifying the callers requesting services, IHSS consumers they serve, those they are unable to serve and the reason, dates, hours of service provided, and summary statistics of the type of services provided.

The organization may be either the employer of record for the workers or may be a referral agency but will conduct intake of the consumer and will pay, schedule, dispatch and evaluate the workers. The organization will follow the Public Authority's protocols and procedures for determining the eligibility of the IHSS consumers for the service, describing the service protocols to the consumer, approving the tasks and hours of assistance requested by the consumer, and dispatching an appropriate worker. The workers employed or referred are to have demonstrated experience and skill to provide the personal care services required by the consumer. The consumers will be given the responsibility to provide any necessary individualized training to meet their specific care needs and will direct the work of the worker in accordance with generally accepted safety and home care standards.

E. COUNTY PROVISIONS

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.

In order to encourage businesses to locate and remain in the County, to provide and enhance employment opportunities for persons living in the County, and to contribute to the economic environment of the County, the General Services Agency will incorporate the following requirements into any subsequently issued RFP.

A small business for purposes of this RFI is defined by the United States Small Business Administration as having no more than \$6,500,000 in average annual gross receipts over the last three (3) years. An emerging business, as defined by the County is one having annual gross receipts of less than one-half (1/2) of the above

amount/number over the same period of time. In order to participate in any contract awarded as a result of this RFI and subsequently issued RFP, 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, Application and Affidavit) will be included in any subsequently issued RFP to be completed and returned by a qualifying contractor. The certification application package is also available at the following web address:

<http://www.acgov.org/auditor/sleb/newvendor.htm>

A locally owned business, for purposes of satisfying the locality requirements of this provision, is one which holds a valid business license issued by the County or a city within the County and where the owner maintains a fixed office located in and having a street address within the County for **at least six (6) months** prior to the date upon which a request for sealed bid or proposal is issued.

As a result of the County's commitment to address the economic opportunities of small and emerging local businesses, the following provisions will apply to any subsequently issued RFP:

- 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 a five percent (5%) local preference, 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.

The County reserves the right to waive these small/emerging local business participation requirements for this contract, 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 (CBO);
- non-profit churches or non-profit religious organizations (NPO's)
- 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 Alameda County SLEB Compliance unit via E-mail at ACSLEBcompliance@acgov.org or call 510.891.5500.

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 require 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 RFQ 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.

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:linda.moore@acgov.org>>.

**F. ADDITIONAL APPLICATION SCREENING PROCESS FOR
FEDERALLY FUNDED PROGRAMS**

Each application will be screened at the time of RFP or procurement process to ensure applicants, entity and the principle of the entity have not been debarred, suspended or otherwise excluded from or ineligible for participation in Federal assistance programs or activities per Code of Federal Regulations (CFR), Title 45 Part 75.13. If applicant failed to meet this requirement, the application can be denied.

G. COUNTY CONTACTS

Questions regarding this RFI must be submitted in writing, preferably by e-mail, to:

Michele Blackwell, Program Manager
Public Authority for IHSS
6955 Foothill Blvd., Suite 300
Oakland, CA 94605
PHONE: (510) 577-3550
FAX: 510-577-3579
E-mail: mblackwell@ac-pa4ihss.org

**H. DEADLINES FOR SUBMISSION OF LETTER OF INTEREST AND
PROPOSAL**

If the vendor meets all of the qualifications in section C, a letter of interest may be submitted. The Letter of Interest must follow the Request for Interest Response Format (Section J) and include all of the required information outlined in Section J. The Letter of interest is due at the Public Authority for IHSS by 12:00 P.M. (Noon), Wednesday, April 15, 2009.

The preferred method of delivery is by e-mail to: mblackwell@ac-pa4ihss.org. *Postmarks do not qualify for meeting the deadline.* If more than one Letter of Interest is received, a follow-up Request For Proposal (RFP) procedure will be implemented on or around **April 21, 2009**. This RFP process will only be available to those organizations meeting the qualifications in Section C and whose Letters of Interest for this service were received by the 12:00 P.M. (Noon), April 15, 2009 deadline. Final RFP Proposals will be due to the Public Authority for IHSS at the above address by **12:00 P.M. (Noon), Monday, May 4, 2009**. *Postmarks do not qualify for meeting the deadline.* The target date for the Public Authority to make a final decision is **May 15, 2009**. It is anticipated the service will commence **July 1, 2009**, depending on the date of approval by the Board of Supervisors.

I. SUMMARY CALENDAR OF EVENTS:

Event	Date
Request for Interest (RFI) Reissued	Tuesday, March 17, 2009
RFI Response Due	Wednesday, April 15, 2009 12:00 P.M. (Noon)
Request for Proposal (RFP) Issued, if needed	April 21, 2009
RFP Response Due	May 4, 2009 12:00 P.M. (Noon)
Estimated Decision	May 15, 2009
Contract Start Date	July 1, 2009

Note: Dates indicated are approximate and may be modified at the discretion of the Public Authority.

J. REQUEST FOR INTEREST RESPONSE FORMAT

Vendors that meet the qualifications in Section C and are interested in receiving an RFP, should it be issued, must submit all of the following:

1. **A completed Alameda County Vendor Application (attached).**
2. **A Narrative that includes responses to all of the following:**
 - **How the vendor meets the qualifications specified in Section C of this RFI;**
 - **The organization must specify which service it is able to provide:**
 1. *Personal Care or Domestic Services* – a screened and capable Replacement Homecare Worker to provide essential personal care or domestic services that cannot wait until the person’s regular IHSS worker is available; or
 2. *Paramedical Services* – a screened, capable, and appropriately licensed Replacement Homecare Worker to provide home health, RN or LVN services to perform essential paramedical services (injections, wound care, ostomy care, catheterization, etc.); or
 3. *Personal Care, Domestic Services AND Paramedical Services* - a screened, capable and/or appropriately licensed Replacement Homecare Worker to provide essential personal care, domestic services, and/or Paramedical services that cannot wait until the person’s regular IHSS worker is available.
- **Which geographic area(s) it will serve:**
 1. West Alameda County
 - a. Albany, Berkeley, Emeryville
 2. Central Alameda County
 - a. Oakland, Piedmont, San Leandro
 3. South Eastern Alameda County
 - a. Hayward, Ashland, Cherryland, San Lorenzo, Newark, Fremont, Union City
 4. East Alameda County
 - a. Castro Valley, Dublin, Pleasanton, Livermore, Sunol

3. Supporting documents:

- The organization must submit two letters of recommendation, addressed to the Public Authority, stating that it is specifically responding to the agency's interest in providing the Rapid Response Service:
 1. One letter of recommendation must be from a person with a disability.
 2. One letter of recommendation must be from a senior.
 3. Letters of recommendation must be from individuals that have received services from the agency within the past 6 months.

Return the completed RFI Packet, preferably by e-mail, to mblackwell@ac-pa4ihss.org by 12:00 P.M. (Noon), Wednesday, April 15, 2009. Note: if issuance of the RFP is delayed, the PA/County will accept responses to the RFI until the RFP is issued or cancelled.

The subject of the e-mail must read: **Rapid Response Letter of Interest.** On-line Vendor Applications are also available on the Alameda County Web Site at: http://www.acgov.org/gsa_app/gsa/vendor_application/index.jsp

See below (#3) for alternatives to submitting by e-mail. RFI responses received after the due date will not be included on the RFP bid list referenced herein.

To be included on the bid list in order to receive an RFP, vendors are to:

1. **Complete the following Vendor Application.** All areas above "Purchasing Department Use Only" must be completed. If utilizing the on-line Vendor Application, under "**List the Services Vendor is interested in providing,**" please list the NAICS Code(s) that best define the types of services your company provides. A website is provided on the application that will help you in your search for the specific code.
2. **Submit a narrative and supporting documentation as specified in Sections C and J of this RFI.**
3. **E-mail** (preferred), fax, or send via U.S. Mail the Vendor Application and Narrative by the due date and time referenced above. Responses received after the due date and time will not be included on the RFP bid list referenced in this RFI.

E-Mail: mblackwell@ac-pa4ihss.org
Subject is to be: **Rapid Response Letter of Interest**

Mail: Attn: Michele Blackwell, Program Manager
Public Authority for IHSS
6955 Foothill Blvd, Suite 300, Third Floor
Oakland, CA 94605

Envelopes must be clearly marked: **(Rapid Response Letter of Interest)**

Fax: Attn: Michele Blackwell
Subject: (Rapid response Letter of Interest)
(510) 577-3579

E-Mail: PAMGR@acgov.org

- Request:
- Add new vendor
 - Add new doing-business-as (DBA) name for existing vendor
 - Add new address for existing vendor
 - Change: Name DBA Address for existing vendor **(Check one)**
 - Other

Vendor Information:

Full Legal Business Name: _____

DBA Name: _____

- Type of Entity:
- Individual Sole Proprietor Partnership
 - Corporation Tax-Exempted Government or Trust

Check the boxes that apply to Alameda County payments you may receive:

- Goods Only Goods & Services Rents/Leases Rents/Leases paid to you as the agent
- Medical Services Legal Services Other Services (describe) _____
- Settlement, Judgment, Refunds (If checked, skip **Composition of Ownership** section below)
- Court Appointed Services (If checked, skip **Composition of Ownership** section below)

Federal Tax ID Number (required): _____

PO Box/Street Address: _____

City: _____ State: _____ ZIP: _____

Is your business located in Alameda County? Yes No If yes, how long? _____ Yr. _____ Mo.

Vendor Contact's Name: _____

Contact's Telephone: _____ FAX _____ Toll-Free _____

Vendor Contact's E-mail address: _____

Composition of Ownership – This is a Required Section

Are you a publicly traded entity, a public school, or a government? Yes No

Are you a non-profit, or a church? Yes No

If "Yes" to one of the above, skip Ethnicity and Gender below. The Collection of ethnicity and gender data is for statistical and demographic purposes only. **Please check the ONE most applicable in each category:**

Ethnicity

- African American or Black (greater than 50%) Hispanic or Latino (greater than 50%)
- American Indian or Alaskan Native (greater than 50%) Native Hawaiian/Pacific Islander (greater than 50%)
- Asian (greater than 50%) Multi-ethnic minority ownership (greater than 50%)
- Caucasian or White (greater than 50%) Multi-ethnic ownership (50% Minority–50% Non-Minority)
- Filipino (greater than 50%)

Gender

- Female (greater than 50% Ownership) Male (greater than 50% Ownership)

List the Product and/or Services Vendor is interested in providing; include North American Industry Classification System (NAICS) Code (available at https://eweb1.sba.gov/naics/dsp_naicssearch2.cfm)

Completed by: _____ Title: _____ Date: _____

To be completed by Auditor's Office/GSA Purchasing

Acknowledged by: _____ on _____ (Date): _____

____ The Auditor's Office/GSA Purchasing Department added/modified the vendor record according to the information provided above. **The assigned vendor number is:** _____

____ The Auditor's Office/GSA Purchasing Department could not add or modify the vendor record for the following reason(s): _____

Please resubmit this form with the requested information.