



**COUNTY OF ALAMEDA
SOCIAL SERVICES AGENCY (SSA) - FACILITIES ADMINISTRATION**

REQUEST FOR INTEREST (RFI)

No. MOBILE 2009

For

MOBILE WORKFORCE IMPLEMENTATION PROJECT

NOTICE TO VENDORS

REQUESTS FOR PROPOSAL/QUOTATION (RFP/Q) ISSUED AS A RESULT OF THIS REQUEST FOR INTEREST (RFI) WILL BE ISSUED ELECTRONICALLY VIA E-MAIL. PLEASE BE SURE TO PROVIDE COMPLETE AND ACCURATE E-MAIL ADDRESS ON THE ATTACHED VENDOR APPLICATION TO RECEIVE THE RFP/Q. PLEASE IMMEDIATELY UPDATE THE COUNTY CONTACT NOTED BELOW OF ANY E-MAIL ADDRESS CHANGES. **THIS RFI AND ANY RFP/Q ISSUED AS A RESULT OF THIS RFI WILL BE POSTED ON THE GENERAL SERVICES AGENCY CURRENT CONTRACTING OPPORTUNITIES WEBSITE LOCATED AT:**

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

&

SSA website under Funding Opportunities at <http://www.alamedasocialservices.org/>

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.

RFI RESPONSE DUE

by

2:00 p.m.

on

October 9, 2009

CONTACT PERSON: KATHY CHEN, SENIOR PROGRAM SPECIALIST

PHONE NUMBER: (510) 267-9459

EMAIL ADDRESS: Kchen@acgov.org

A. INTENT

The intent of the RFI for the Mobile Workforce Implementation Project is to search for qualified vendors who can aid in the design and implementation of a mobile workforce program for SSA's Adult and Aging Services Social Workers, the Medi-Cal Outreach Workers and the Children and Family Services Child Welfare Workers, based on a recently completed Feasibility Study (Attached PDF document).

The County of Alameda does not guarantee that a subsequent RFP/Q will be issued. Should an RFP/Q be issued, the terms and conditions described in this RFI are not guaranteed to remain exactly the same. SSA may request follow-informational-only interviews with selected vendors based on submitted letters of interest.

B. SCOPE

Background

The Alameda County Social Services Agency (SSA) with its increasing workload is currently experiencing shortage of workspace which contributes to work inefficiencies and inadequate customer service. In order to address these issues, SSA has engaged in and completed a Feasibility Study of a mobile workforce program to enhance customer service, improve worker productivity, better utilize its workspace resources, and promote positive impact on the environment.

General Scope of this Project

SSA is seeking those vendors with the demonstrated experience of implementing the next steps as identified on the Feasibility Study (Phrase 2 to Phrase 4). The scope of work shall include, but is not limited to the following:

A. Phase 2: Plan Development

- i. Estimated Time Frame to complete Phase 2 – 2 months.
- ii. Meet with SSA stakeholders to validate results of the study, and develop the program design.
- iii. Identify and recommend IT requirements
- iv. Work with SSA Human Resource Department in developing work practices and policies.
- v. Develop planning guidelines relating to facilities issues.
- vi. Develop orientation and training modules for both employees and management.
- vii. Design performance metrics to evaluate success factors.
- viii. Provide cost/benefit analysis.
- ix. Budget development.

Phase 3: Execution

- i. Estimated Time Frame to complete Phase 3 – 2 months.
- ii. Design and produce mobile work manual containing all documentation developed during the Plan Development phase.
- iii. Hold monthly review meetings with SSA Stakeholders to ensure consistency and quality control.

Phase 4: Post Occupancy Evaluation

- i. Conduct evaluation 2 months after execution.

B. The design and implementation:

- Work Practices:
Modify processes to support shifting paradigms.
Develop policies & protocols to address new work practices.
Reevaluate systems to address accountability.
- Technology:
Investigate new tools and systems.
Research and test hardware, software and remote access options.
- Change Management:
Shift employees' behaviors to match new model establish a transition management team.
Deliver the necessary technical and cultural training.
- Environment:
Create new workspaces in and outside of the office.
Develop planning guidelines and model.
Research and select furniture.
Research, purchase, and deploy off-site equipment.
Establish third-party facility arrangements.
- Performance Metrics:
Establish measures to track success.
Develop measures, e.g. cases worked, client satisfaction.
Conduct post-occupancy evaluation.

C. **VENDOR QUALIFICATION CRITERIA**

Vendor minimum qualifications criteria includes, but is not limited to the following:

1. Must have demonstrated ability, strong leadership with extensive experience in designing and developing mobile workforce programs as described in the project scope.
2. Vendor must be able to provide good references for successful implementations of the proposed or similar project from at least three client customers.
3. Must have solid professional background in organizational behavior and strategic planning.
4. Possession of all permits, licenses and professional credentials.

D. COUNTY PROVISIONS

1. 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 Social Services Agency will incorporate the following requirements into any subsequently issued RFP/Q.

- a. A small business for purposes of this RFI is defined by the United States Small Business Administration as having no more than \$7,000,000 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 over the same period of time. In order to participate in any contract awarded as a result of this RFI and subsequently issued RFP/Q, 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/Q to be completed and returned by a qualifying contractor. The certification application package is also available at https://acweb.acgov.org/sleb_app/EntryFormServlet.
 - b. 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.
2. As a result of the County's commitment to advance the economic opportunities of small and emerging local businesses the following provisions will apply to any subsequently issued RFP/Q:
 - 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.
 3. 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);**
- **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.

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 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 RFP 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.

E. COUNTY CONTACTS

Questions regarding this RFI must be submitted via e-mail or U.S. mail to:

Alameda County Social Services Agency
2000 San Pablo Ave., 4th floor
Oakland, CA 94612

Attn: Dina Brockman, Agency Facilities Manager
 PHONE: 510-271-9113
 FAX: 510-271-9189
 Email to: Dbrockma@acgov.org

OR

Attn: Don Edwards, Agency Assistant Director
 PHONE: 510-645-9350
 FAX: 510-271-9189
 Email to: Don.Edwards@acgov.org

F. ESTIMATED CALENDAR OF EVENTS:

Event	Date
Request for Interest (RFI) Issued	September 25, 2009
RFI Response Due	October 9, 2009

G. REQUEST FOR INTEREST RESPONSE FORMAT

1. Complete the following Vendor Application. All areas above "Purchasing Department Use Only" must be completed. If utilizing the on-line Vendor Application, "**Mobile Workforce Implementation Project / RFI # Mobile 2009**" must be typed where requested to **List the Supplies and/or Services Vendor is interested in providing**. On-line Vendor Application is available on the Alameda County Web Site at:
http://www.acgov.org/gsa_app/gsa/vendor_application/index.jsp.
2. Prepare a brief statement (letter of interest) in no more than three pages on 8 ½ x 11 paper single-sided that describes your organizations' interests and qualifications (as detailed in the Vendor Qualification Section) to partner with SSA to deliver the services as outlined in this RFI.
3. Prepare three references in no more than 1 page on 8 ½ x 11 paper single-sided that include project name, contract amount, type of service, reference's name, address and phone number.
4. Submit the Vendor Application and your response by the due date and time referenced above by E-mail, or send via U.S. Mail:

E-mail: **Kchen@acgov.org**
 Subject: **RFI # Mobile 2009**

Mail: Attn: Kathy Chen, Senior Program Specialist
 Alameda County Social Services Agency, Contracts Office
 2000 San Pablo Ave., 4th floor
 Oakland, CA 94612

Envelopes must be clearly marked: **RFI # Mobile 2009**

VENDOR APPLICATION - County of Alameda

Submit online: <http://www.acgov.org> Select Vendor Application at bottom of home page
Mail, Email or FAX to: **ALAMEDA COUNTY GENERAL SERVICES AGENCY PURCHASING DEPARTMENT**

1401 Lakeside Drive, Suite 907, Oakland, California 94612

FAX NUMBER: (510) 208-9626

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? _____ Years _____ Months

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 <input type="checkbox"/> No <input type="checkbox"/>	
Are you a non-profit, or a church? Yes <input type="checkbox"/> No <input type="checkbox"/>	
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	
<input type="checkbox"/> African American or Black (greater than 50%)	<input type="checkbox"/> Hispanic or Latino (greater than 50%)
<input type="checkbox"/> American Indian or Alaskan Native (greater than 50%)	<input type="checkbox"/> Native Hawaiian/Pacific Islander (greater than 50%)
<input type="checkbox"/> Asian (greater than 50%)	<input type="checkbox"/> Multi-ethnic minority ownership (greater than 50%)
<input type="checkbox"/> Caucasian or White (greater than 50%)	<input type="checkbox"/> Multi-ethnic ownership (50% Minority–50% Non-Minority)
<input type="checkbox"/> Filipino (greater than 50%)	
Gender	
<input type="checkbox"/> Female (greater than 50% Ownership)	<input type="checkbox"/> 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)

Kathy Chen, Mobile Workforce Implementation Project - RFI No. Mobile 2009

NAICS CODE (S) 541611

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.