

QUESTION AND ANSWERS

RFP No. 2020-02

1. In light of the COVID-19 pandemic, will electronic submissions be accepted? If yes, please specify the email address where proposals should be sent.
 - a. Electronic submissions may be accepted to the email: admin@countyofglenn.net. If emailed, please specify the order in which the attachments should be printed, or send the document in single PDF.
2. In light of the COVID-19 pandemic, will electronic signatures be accepted?
 - a. Electronic signatures will be accepted.
3. On p. 3 of the RFP, it states that "responses may include all or part of the services described in the Attachment [1, Exhibit A]." However, does that mean that if a proposal is submitted for one of the topic areas, they are responsible for fulfilling all corresponding bullets? As an example, if a firm submits a proposal for QI activities & wants to submit a bid for all the bullets except "train staff", would that be permitted?
 - a. We will consider each proposal on a case-by-case basis, but we do hope our consultant will at least help us prepare trainings for staff in the example given.
4. Is there a budget maximum and/or hourly rate for each item listed in Exhibit A?
 - a. The maximum budget for this RFP is set at \$135,000.
5. Are there any expectations around how much time must be spent on-site, or can the work be performed remotely?
 - a. The expectation is "as needed." We historically have preferred our consultant to visit at a minimum of once per month in person, especially during our monthly Quality Improvement and Cultural Competence meetings. Hours on site can vary from zero hours per month to 16 hours per month depending on the time of year. However, most work can be performed remotely, and we have adapted to doing solely remote work with contractors during the COVID-19 situation.
6. Are there any page limitations or other formatting requirements that proposals should follow?
 - a. There is no page limitation or formatting requirements that proposals should follow.
7. Are you looking for one consultant who can carry out all of the activities listed in Exhibit A over a 3-year term of service?
 - a. Yes or a consultant who works with a team of people.
8. If we are proposing to carry out some of the activities -- such as those listed under Mental Health Services Act and Grants -- should we include them in one proposal, or submit one proposal for the MHSA activities and one for grant writing?
 - a. Please submit one proposal.
9. Can you clarify if there is a specific annual budget limit? P21 indicates that there might be an annual limit of \$50,000. p21: "Agreements exceeding the annual monetary limits delegated to the Purchasing Agent (currently \$50,000), or any

authorized deputy, are not valid unless specifically authorized by the Board of Supervisors. If this Agreement was executed for the County by the Purchasing Agent under the general delegation set forth in section 4.004.030 of the Glenn County Code, this Agreement shall automatically terminate on the date that the provision of services or personal property or incurring of expenses, the cumulative total of which, exceeds fifty-thousand dollars (\$50,000).”

- a. This paragraph does not indicate a budget limit, but rather establishes that agreements exceeding \$50,000 must be approved by the Board of Supervisors.
10. If there was a previous award of this contract, is that bid(s) available for public view?
 - a. Yes, it can be provided upon request by emailing admin@countyofglenn.net.
 11. Have the stakeholders (referred to under Scope of Services, under MHSA services, as "facilitate stakeholder groups") been identified? If so, who are they?
 - a. Stakeholders refers to any members of the community who would like to provide input on our MHSA plans. We do have select groups we reach out to, but we always try to reach out to as many community members as possible. Stakeholders may include, but are not limited to, Health and Human Services Agency staff and consumers, Behavioral Health Advisory Board, county departments and agency partners (law enforcement, social services, school districts), volunteers, community organizations or groups, and individuals who are available to provide input regarding the MHSA plan.
 12. Has the QI staff/Coordinator identified and used a logic model previously, and if so, which one has the county been using?
 - a. The QI staff/Coordinator at this time does not use one specific logic model. The previous consultants have used different logic models, and this is not something the QI manager uses directly.
 13. What has been the previous approach to MHSA planning, and what has worked and/or not worked well from the perspective of the HHSA and stakeholders?
 - a. The Community Planning Process (CPP) is a combination of community stakeholder groups, presentations at already existing multi-agency groups, and surveys provided by MH staff to consumers or through Survey Monkey.
 14. MHSA: How many stakeholder focus groups were held each year in 2017, 2018 and 2019? How many active stakeholders participated in each of those years?
 - a. During the Community Planning Process every year, we do a minimum of four stakeholder groups. These would include consumer input groups at the drop-in centers. This year for the three-year plan, we did three consumer/community groups and four service provider/community groups for a total of seven groups for 19/20.
 15. MHSA: How many trainings does the HHSA envision annually in this category?
 - a. This can depend on the need of the agency. Historically, our consultants have assisted with training new MHSA coordinators and QI staff.

- b. MHSA Coordinators provide most daily operational training; philosophy, forms, process, etc. The consultant will not typically facilitate the trainings but rather support staff in preparation. It is expected that the consultant will not be required to provide more than three trainings per year.
- 16. From a high-level review of the Glenn County MHSA planning documents, it appears that in previous stakeholder processes, the county has provided language access; e.g., interpretation services and translation of materials. Will this support continue to be available?
 - a. Yes. We will continue to provide interpretation support through our Ethnic Services Committee bilingual staff.
- 17. What has been Glenn County's most important strength in the MHSA program that it is important to preserve or continue? What has proven problematic that should be avoided?
 - a. Glenn County has a strong consumer input and active and successful Youth and Adult drop-in wellness centers.
 - b. Volunteer screenings and interviews should continue when offering a volunteer position.
- 18. How many Medi-Cal Compliance Review trainings does the HHSA desire annually?
 - a. We do one formal training annually, with monthly shorter QI/Compliance oriented trainings at unit meetings.
- 19. How many grants for Behavioral Health programs were applied for in 2018 and 2019? What are the HHSA's goals for the number of grants to be applied for annually in the upcoming 3 years? What are the key goals, if defined, for which the HHSA hopes to obtain grant funding?
 - a. On average, Behavioral Health will apply for 1-3 grants per year to assist our small county with filling gaps. The primary goals over the last three years were to seek funding for crisis/triage, school services, and forensic/justice related services.
- 20. Are there any ways that the HHSA would envision the COVID19 crisis and response will change or impact the stated work plan or contracting for this RFP?
 - a. For the duration of the COVID19 situation, there will be no in-person meetings scheduled. HHSA would still like to contract for this RFP and minimize disruption to the services outlined in the scope of work by using remote/telecommuting/electronic options for deliverables and meetings.
 - b. The work plan will not change other than more work will be completed through telecommunication.
- 21. Given the ongoing crisis and risk of in-person interactions, is the HHSA open to all in-person activities related to this RFP being waived in favor of digital and telephonic methods (including interviews for contract selection, reviews and programmatic activities such as focus groups, planning meetings and trainings)?
 - a. Yes, we are open to waiving all in-person activities for the duration of the current crisis. We will continue to follow guidance from the government structure and CDC. Currently most of our business is done through telecommunication to promote safety during this time.

22. Is the HHSa open to a primary contractor with substantial California experience and sub-contracts with California consultants, but who is incorporated and located out-of-state?
- Yes, as long as the consultant is familiar with California rules and regulations.
23. Section 1 of the RFP begins, "The purpose of this Request for Proposal (RFP) is to solicit and award a contract to a service provider." However, Section 3 states, "Responses may include all or part of the services described in the Attachment." Does the County intend to award one contract or multiple contracts as a result of this RFP?
- We would like to award one contract.
24. Is there an identified not-to exceed amount for this contract? If so, what is the amount?
- See question 4.
25. Section 4.C indicates that proposals must be submitted via mail. Given the shelter-in-place restrictions that will continue to be active in the Bay Area through the end of May, may respondents submit proposals electronically?
- See Question 1.
26. Section 3 indicates that "Cost proposals and proposal responses should itemize services and costs, so bids may be properly evaluated and compared." Given that Exhibit A includes a general list of services rather than a specific scope of work, how should respondents indicate the cost of services? Should respondents provide sample budgets to indicate what a service could potentially cost, or may we just provide hourly rates?
- An hourly cost with an estimated budget total per service area itemizing the services and associated expenses would be most helpful.
27. Section 7.B.1 asks the respondent to "Provide a general description of the services to be provided to meet the "Description of Services" and Section 7.D asks the respondent to "describe the methods that will be utilized to accomplish the proposed activities, and what deliverables are to be produced by the end of the contract period." Is there a difference in the kind of response expected for each of these sections? If so, what is the difference?
- Section 7.B.1 is asking respondents to address the general services that will offered by their business in that will achieve the "Description of Services," described in Attachment A. Section 7.D. is asking respondents to go into greater detail on the methods and practices that their business uses that would be used to maximize the outcome of the services offered.
28. Also in reference to the sections mentioned above, how are respondents to determine what deliverables would be produced without a specific scope of work? Are respondents meant to include an explanation of their approach to the services they intend to provide, or a specific scope of work for each service?
- Whatever format works best for the respondent will be acceptable. The scope of work is an example of the various activities our prior consultants have performed for HHSa. Deliverables stem directly from those activities. Some examples may include data reports, surveys, MHSa

plans, Policies and Procedures, completed grant applications, work plans. Whether respondents would like to provide a summary overview of the services they intend to provide, or a line-by-line description of each area in the scope of work is up to the respondent.

29. Is there a preference for local firms?

- a. There is a preference for firms that have specific expertise on California Medicaid (Medi-Cal) rules, requirements, and regulations as they pertain to the delivery of Specialty Mental Health and Substance Use Disorder services, as well as knowledge of the various funding streams for these services.

30. Has the County contracted firms to complete this work in the past, or has it been completed internally?

- a. The County has contracted in the past. QI and Compliance staff have historically worked very closely with consultants providing these types of services, and will continue to do so in the future.