

COUNTY OF MARIN



**DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES/AGING AND ADULT SERVICES**

**REQUEST FOR PROPOSAL (RFP)
Access to Technology**

RFP-HHS-2022-21

<https://www.marinhhs.org/rfp/2022-21>

DATE ISSUED: **November 17, 2022**

DEADLINE FOR SUBMISSIONS: **December 15, 2022 12PM PST**

The County of Marin Health and Human Services Department does not discriminate on the basis of sex, race, color, religion, age, sexual orientation, disability, marital status, national origin, citizenship status, genetic information, gender identity and expression, AIDS/HIV, medical condition, political affiliation, military of veteran status, or status as a victim of domestic violence, assault, or stalking in employment or in its educational programs and activities. Requests for disability accommodations may be made by phoning (415) 473-4381(Voice), CA Relay 711 or by e-mail at disabilityaccess@marincounty.org.

Time Schedule

All applicants are hereby advised of the following schedule and will be expected to adhere to the applicant- related deadlines below:

RFP Advertised	November 17, 2022
RFP Released to Prospective Applicants	November 17, 2022
Question/Answer Period Opens Access at: https://www.marinhhs.org/rfp/2022-21	November 30, 2022
Bidder's Conference Location: Zoom Teleconference (click link to join) – https://us02web.zoom.us/j/86919875664?pwd=dW5rUk8vaVRiVENHeWRpZ3dnUEtwZz09 Meeting ID: 869 1987 5664 Password: 686376 Call in: +1 (669) 444-9171 One tap mobile: +16694449171,,86919875664#,,,,*686376#	November 30, 2022 10 to 11 AM
Question/Answer Period Closes	December 7, 2022 at 3 PM
RFP Application Due	December 15, 2022 at 12 Noon
Notification of Intent to Award	December 23, 2022
Protest Submission Deadline	December 30, 2022
Public Announcement at Commission on Aging Meeting	January 5, 2023
Board of Supervisors contract approval*	January 10, 2023
Contract Start Date**	January 16, 2023

*Date subject to Board of Supervisors schedule and County budget and contract processes.

**Contract start date is contingent upon the approval of the Board of Supervisors.

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I. BACKGROUND

A. Department of Health and Human Services Strategic Plan to Achieve Health and Wellness Equity

In 2018, Marin County Health and Human Services (HHS) launched a strategic plan to achieve health and wellness equity in Marin. While income, education, and other socioeconomic and cultural factors play key roles in shaping outcomes in our communities, the direct effects of racism – whether covert or overt, intentional or unintentional, systemic or individual – must be acknowledged and addressed to achieve equity. Research demonstrates independent associations of racial discrimination on driving inequities, including downward mobility.

Central to our efforts on leading with race to achieve equity is treating clients respectfully and with cultural humility. HHS commits to systematically expanding this work throughout the Department and to supporting contracted service providers to do the same. By deepening our understanding of how individuals experience accessing and receiving services and understanding how services result in outcomes by race and ethnicity, HHS and contracted service providers can identify opportunities to improve service delivery.

HHS recognizes that leading with race to achieve health and wellness equity requires working with our partners in new ways. These collaborations will amplify efforts on leading with race to advance health and wellness equity by aligning and coordinating work, accomplishing more than HHS or any other single organization could do alone.

To achieve these goals, we must work differently across sectors. New and non-traditional partnerships can help remove barriers to opportunity and direct resources toward evidence-based efforts that address historic inequities.

This RFP seeks bids that demonstrate efforts to promote racial equity in providing the proposed services. To learn more about the HHS Strategic Plan to Achieve Health and Wellness Equity, visit: MarinHHS.org/Equity-Plan

B. ABOUT MARIN COUNTY AGING AND ADULT SERVICES (AAS)

The Marin County Office of AAS is a major branch within HHS. AAS includes the Area Agency on Aging and the Adult Social Services programs of Adult Protective Services and In-Home Supportive Services plus the Long-Term Care Ombudsman program.

AAS works closely with the Marin County Commission on Aging (MCCOA), a 23-member advisory council representing supervisorial districts, towns and cities of Marin, and the California Senior Legislature. In partnership with the MCCOA, AAS has the overall responsibility of planning, coordinating, administering funding, and advocating for a comprehensive and integrated community-based service system to meet the needs of older persons in Marin County.

AAS seeks a lead agency to develop a robust program in partnership with two or more community-based organizations in order to optimize geographic and demographic reach. Only one proposal may be submitted from a single bidder.

When preparing a proposal in response to this request, please:

- Carefully read the entire RFP document before you start, and make sure that all procedures and requirements of the RFP are accurately followed and addressed.
- Review answers to questions posted by bidders (Bidders' Conference and/or questions and answers from website), as noticed in this document.
- Carefully review the entire proposal prior to submittal and use the checklist provided in this RFP to make sure everything has been completed as instructed.
- Submit a complete proposal by the required deadline.

II. PROJECT DESCRIPTION AND EXPECTATIONS

A. Project Period

The contract award will be made on a competitive bid basis. The anticipated contract period is January 16, 2023 to December 31, 2023. The County reserves the right to increase or decrease the contract amount, fund the proposed service in whole or in part, and terminate or extend the program/contract based on funding availability.

B. Available Funding

Four-hundred and sixty thousand dollars (\$460,000) which must be expended by December 31, 2023. Encumbrance of funds for expenditure past December 31, 2023 is not allowed.

C. Target Population

Adults with disabilities and persons, with or without disabilities, over the age of 60.

D. Project Description

Bidders should describe how they will provide technology to adults with disabilities and persons, with or without disabilities over the age of 60. This shall include providing conventional technology devices, which may be, but are not limited to the following:

- Laptops, tablets, and smartphones (not specialized devices such as “Grandpads”), to older adults and adults with disabilities
- Arranging for reliable internet access (via service plans) to older adults and adults with disabilities
- Broadband infrastructure improvements (telecommunications equipment, technologies, routers, fiber optic lines, etc.)
- Developing or arranging for education and training of older adults and adults with disabilities on the use of technology and electronic devices
- Conducting outreach about the program; and administration of the program, including data collection and reporting (not to exceed 10% of the total grant award).

E. Intended Outcomes, Goals, or Objectives:

- Providing the tools and training necessary to minimize the challenges facing older adults and individuals with disabilities in utilizing technology
- Developing a person-centric program that demonstrates the basis for a countywide initiative focused on narrowing the digital divide among older adults and individuals with disabilities
- Increasing the confidence and comfort for older adults and individuals with disabilities in using technology and the internet and to allow clients to reach their personal goals for digital usage (e.g., emailing or video chat or telehealth, etc.)
- Creating training and helpdesk models for continual learning of technology for older adults and individuals with disabilities.
- Expanding scope of connection to persons who are currently not being served by the contractor(s) or other agencies. At least 25 percent new enrollees to the contractor(s) desirable.
- Prioritizing low-income (under 300% of federal poverty level), persons of color, persons with limited English proficiency, and those living in the rural areas of the county.

The chosen contractor (s) must:

1. Develop a Technology Proficiency Profile for each grant recipient, including such information as:
 - a. Access to the Internet
 - b. Ability to afford ongoing expenses
 - c. Prior usage of technology
 - d. Current ability (based on a competency scale)
 - e. Requested interest and/or need with regards to the program offering
 - f. Provided training for persons who may already have devices

2. Offer training based on various levels of technology competency, including:
 - a. One-on-one training
 - b. Small group classes
 - c. Helpdesk assistance
 - d. Online instruction and courses

The chosen contractor shall strive to provide ongoing technology related activities to encourage clients to gain self-confidence and to further explore use of technology devices and resources. Contractor shall develop and distribute client satisfaction surveys after each class or major milestone reached (e.g., understanding how to use the device).

F. Reporting and Performance Requirements

Prepare and distribute quarterly reports on progress. The first report should be prepared no more than 3 months after award of the grant, then semi-annually thereafter. Grantee should be able to provide specific information including, but not limited to city/town of residence of applicant/enrollee, age, gender, ethnicity, income, and language preference.

Reports shall include the aforementioned as well as:

- Number of applicants to program.
- Number of persons enrolled in each level of program.
- Number of persons who are new to being served by the contractor(s).
- Listing of findings from the Technology Proficiency Profile.
- Listing of classes/trainings which were offered.
- Description of Outreach activities.
- Results of client satisfaction survey results.
- Cost per person.

III. REQUIREMENTS AND EXPECTATIONS FOR GRANTEES

If you are an organization that does not meet these requirements independently, consider partnering with an organization that does.

A. Summary of Contract Terms, Conditions and Requirements

The contractor shall be required to comply with the Americans With Disabilities Act of 1990, Sections 504 and 508 of the Rehabilitation Act of 1973 as amended, and all other applicable Federal and State accessibility laws and regulations; this Request for Application RFP-HHS-2021-22; and the terms and conditions required by the original funding source for the programs and services described by this RFP and the terms and conditions of the County of Marin's Professional Services Contract. The County's Professional Services Contract contains specific provisions, including but not limited to nondiscrimination in hiring and in the provision of services, program evaluation, record keeping, payments, limitations and obligations, conflict of interest, indemnification and insurance, assignment, and HIPAA. By submitting an Application, the applicant agrees to be bound by all terms and conditions of the County's Standard Professional Services Contract.

B. Insurance

The County requires that contractors carry \$1,000,000 in liability insurance (\$2,000,000 aggregate). The County must be named as an additional insured, and specific language must be included on the signed endorsement to the policy. The required insurance coverage requirements include automobile insurance and is described in the County of Marin's Standard Professional Services Contract, attached hereto as Attachment D. Prior to submitting an application, it is strongly suggested that applying entities be certain of the ability to secure this insurance and the additional insured endorsement if they are awarded the contract.

Insurance can be waived in some instances by submitting Exhibit C – attached to a Professional Services Contract. Some valid reasons for waiving insurance include:

- No employees/ sole contractor – Workers Comp can be waived
- Not driving on county business or on county property – Auto Insurance can be waived
- Not a certified/ licensed "professional" – certain professional liability can be waived

C. Administrative and Legal Requirements

1. Contractors will be paid on a monthly basis, following the submission of an invoice for services performed to County's satisfaction. Specific instructions will be provided to the contractor upon award of a contract. Services will be reimbursed for contracted services provided on the monthly invoices, not to exceed the total contract amount. It is the responsibility of the contractor to track expenditures and any services provided by contractor and/or subcontractors. Expenses that exceed the allocation will not be reimbursed.
2. This RFP and any resulting agreement, contract, and purchase order shall be governed by all applicable federal, state and local laws, codes, ordinances and regulations, including but not limited to, those promulgated by CAL-OSHA, FED-OSHA, EPA, EEOC, DFEH, the California State Department of Health Services, and the County of Marin. All matters and subsequent contract shall be governed by, and in accordance with, the substantive and procedural laws of the State of California. The applicant agrees that all disputes arising out of or in connection with the Professional Services Contract and the procurement process shall be construed in accordance with the laws of the State of California and that the venue shall be in Marin County, California.
3. Nuclear Free Zone: The County is a nuclear free zone, in which work on nuclear weapons or the storage or transportations of weapons-related components and nuclear material is prohibited or appropriately restricted. The County is prohibited or restricted from contracting for services or products with, or investing County funds

in, any nuclear weapons contractor.

4. Non-Appropriations: The County's performance arising from this RFP process is contingent upon the availability of funds. Should funds not be appropriated or otherwise made available to the County, any contract entered into pursuant to this RFP will be terminated with respect to any payments for which such funds are not available.
5. Applicant must be legally authorized to conduct business in the State of California and have established administrative and program resources to provide services in Marin County. The applicant must also have appropriate federal, state and local permits or certifications necessary to perform the services that are the subject of this RFP.
6. Prior to executing a contract, the applicant (and any subcontractors/partners) must be able to provide the following written policies and procedures that comply with and are otherwise acceptable to the federal, state and local statutes, laws, regulations, and ordinances:
 - a. Conflict of interest policy for staff and governing boards, if applicable.
 - b. Grievance procedure for customers and clients.
 - c. Does not discriminate against nor deny employment or services to any person on the grounds of race, color, religion, sex, national origin, age, disability, citizenship, political affiliation or belief.
 - d. Complies with the 1990 ADA, the Americans with Disabilities Act, Sections 504 and 508 of the Rehabilitation Act of 1973 as amended, and all other applicable Federal and State accessibility laws and regulations.
7. Applicants must have proven fiscal capacity including capacity for fund accounting.
8. Applicants must have access to non-County funds sufficient to cover any disallowed costs that may be identified through the audit process.
9. Applicants must agree that state, federal, and local monitors or auditors may review provider facilities and relevant financial and performance records to ensure compliance with funding requirements.
10. Applicants must be eligible to receive Federal funds.
11. Contractors must comply with all reporting requirements set forth by the Marin Department of Health and Human Services and the State Department of Health Care Services.
12. Applicants must have the demonstrated ability to collect outcome data, which measure performance to plan.
13. If applicable, Contractor shall maintain medical records required by the California Code of Regulations. Notwithstanding the foregoing, Contractor shall maintain beneficiary medical and/or clinical records for a period of ten (10) years, except that the records of persons under age eighteen (18) at the time of treatment shall be maintained: a) until one (1) year beyond the person's eighteenth (18th) birthday or b) for a period of ten (10) years beyond the date of discharge, whichever is later.
14. Contractor agrees to administer/utilize any and all survey instruments as directed by the County Department of Health and Human Services, including outcomes and satisfaction measurements if applicable. Contractors must also comply with all reporting requirements set forth by the Department of Health and Human Services and the State Department of Health Care Services, including, but not limited to, completion of cost reports, annual provider self-audits and site visits.
15. Cultural Competency: It is recommended (but not required) that all program staff shall receive at least four

hours of in-service training per year on some aspect of providing culturally and linguistically appropriate services.

Applicants who do not meet these minimum requirements may be deemed non-responsive and may not receive further consideration. Any application that is rejected as non-responsive will not be evaluated and no score will be assigned.

IV. APPLICATION INSTRUCTIONS

In responding to the RFP (the submission is hereinafter referred to as “Application” or “Letter(s) of Interest”), use the outline as it appears below and label your responses accordingly. If the total number of pages exceeds the parameters stated below, the additional pages will be discarded and will not be reviewed by the Application Review Committee. A non-response will result in disqualification of the Application. Ensure that all applicable fields are completed and that the cover page is signed.

A. Application Face Sheet (1 Page Limit – Use Template Provided in Attachment A)

Complete and sign the attached Application Face Sheet (Attachment A) to the County of Marin. Include (1) Legal Name of Individual or Organization Submitting Letter of Interest, (2) Address, (3) Telephone Number and E-mail, (4) Contact Person, (5) Contact Person’s E-mail Address, (6) Type of Organization, if applicable, (7) Date of Submission, (8) Federal Tax ID, and (9) Funding requested.

B. Applicant Capability (Limit to Twelve Page Total for Proposal)

ATTACHMENT B: BLANK SCORING SHEET

Note: There are 100 possible total points. Scoring a minimum of 70 points is required to be considered for funding.

I. Organizational Capacity

1. Describe your organization’s history, purpose, and mission statement.
2. Provide a summary of your organization’s experience implementing a service relevant to the program described in this RFP for which you are seeking funding.
3. Describe your organization’s experience in reaching the targeted populations, including priority groups and areas described in this RFP.
4. Describe the organization’s experience reaching and serving persons of color (non-Caucasian or White individuals), especially persons of color with disabilities and older adult persons of color, in Marin County. Explain how outreach was conducted and how specific services were provided. Include the organization’s experience working or partnering with community partners that serve communities of color. Describe how the organization plans to serve older adult persons of color in proportion to the racial/ethnic makeup of Marin County’s older adult population. Persons of color currently represent 10 percent of the County’s older adult population age 60 and older.
5. Describe the organization’s experience in coordinating with local and regional community services to integrate the service delivery system in Marin County. Provide specific examples of how these efforts have led to

increased opportunities for older adults to access services. If submitting a collaborative proposal, describe the nature and roles of relationship(s) with other organization(s).

6. Describe the organization's experience in providing the selected supportive service/s to older adults in Marin County. Document the number and characteristics of individuals being served by type of services in Marin County. Explain how this service is clearly distinguished from other services provided by the organization.

II. Program Design

7. Provide a summary of the proposed program and describe how it will enhance and strengthen the supportive service/s in Marin County. Identify and explain the appropriateness of planned services and how they fit the program goals.
8. Identify overall goals of the proposed program. Describe specific measurable outcome-based objectives, with timelines, that will support the fulfillment of the established program goals. Describe methods for which the effectiveness of the program will be evaluated.
9. Describe the outreach/marketing methods the organization intends to employ to generate participation in the program. Identify strategies to reach older adults who have not previously been served by the program, including priority populations and persons of color.

III. Administrative and Fiscal Qualifications

1. Describe the organizational structure and proposed job descriptions and duties of paid staff and volunteers in the program.
2. Discuss how the organization will comply with data and fiscal reporting requirements.
3. Describe the organization's ability to provide cash match and in-kind support.
4. Using the enclosed budget format and comprehensive narrative, describe the proposed program budget.

Budget (No page limit)

Complete the budget template with the following information:

1. Provide a list of any other funding sources tied to this project.
2. Provide a detailed project budget for the project period January 16, 2022 through December 31, 2023, including any one-time expenses, not to exceed the total amount allowable per section II(B) using the template in Attachment D.
3. Describe the organizational structure and proposed job descriptions and duties of paid staff and volunteers in the program.
4. Discuss how the organization will comply with data and fiscal reporting requirements.
5. Describe the organization's ability to provide cash match and in-kind support.

6. Using the enclosed budget format and comprehensive narrative, describe the proposed program budget.

V. APPLICATION SUBMISSION REQUIREMENTS

A. General Policies

1. The County assumes no obligation for any of the costs associated with responding to this RFP including, but not limited to, development, preparation, and submission of applications.
2. This RFP is in no way an agreement, obligation, or contract between County and any applicant.
3. The applications will become the property of the County upon submission and may be subject to the terms of the California Public Records Act ("PRA"), as required by law.
4. By submitting an application, applicants acknowledge and agree as follows: that the County is a public agency subject to the disclosure requirements of the PRA; that applicants must clearly identify all proprietary information that is contained in the application submitted to the County, if applicant claims that such information falls within one or more PRA exemptions; that applicants must mark said proprietary information as "CONFIDENTIAL AND PROPRIETARY" and must identify the specific lines containing the information; that the County will make reasonable efforts to provide notice to the applicants prior to such disclosure in the event of a PRA request; that applicants are required to obtain a protective order, injunctive relief, or other appropriate remedy from the Marin County Superior Court, before the County's deadline for responding to the PRA request; that if an applicant fails to obtain such remedy within County's deadline for responding to the PRA request, County may disclose the requested information without penalty or liability; and that applicants shall defend, indemnify, and hold County harmless against any claims, action, or litigation, including but not limited to all judgments, costs, fees, and attorney fees that may result from denial by County of a PRA request for information arising from any representation or any action (or inaction), by the applicants.
5. After submission of the application and closing of the application period, no information other than what is outlined in this RFP will be released, until an award becomes final.
6. The County reserves the right to make an award without further discussion of the applications received. Therefore, it is important that the application be submitted initially on the most favorable terms from both a technical and cost standpoint.
7. While it is the intention to award the contract to one applicant, the County reserves the right to split the award in any manner deemed most advantageous to the County. The County also reserves the right to increase or decrease the award amount.
8. The County reserves the sole right to interpret, change or terminate any provision of the RFP at any time prior to the submission date. Any such interpretation or change shall be in the form of a written addendum and shall become part of the RFP. The County also reserves the right to accept and reject any or all of the RFP, cancel the RFP in whole or in part, or terminate the process and elect to operate by other means.
9. An applicant may not be recommended for funding, regardless of the merits of the application submitted, if it has a history of contract non-compliance with the requirements of HHS or other funding source or poor past or current contract performance with any HHS or other funding source. The applicant may be given a provisions award with the stipulation that special terms and conditions regarding the areas of concern will be a part of the contract.
10. An application may be **immediately** rejected and disqualified for any of the following reasons:

- a. The application is not received at the time and place specified in the RFP
- b. The application does not adhere to the required material elements of format and guidelines or substantive requirements set forth in this RFP
- c. Evidence indicates that the applicant, applicant's staff, or consultants have in any way attempted to influence the confidential nature of the review through contact with Marin County staff or members of the selection review committee.

B. Submission Deadline and Format

Please **upload** a PDF version of your application including all attachments **no later than 12 Noon PST on December 15, 2022** to RFP-HHS-2022-21; <https://www.marinhhs.org/rfp/2022-21>. No verbal applications will be considered.

1. Proposals must be received by the date and time recited above. It is up to the applicant to ensure that the application was received by the date and time recited above. Proposals, modifications, or corrections received after the deadline specified will not be considered, except if such modifications or corrections were at the County's request.
2. Only Applications submitted in the format described within this RFP will be considered. Applications must be submitted via uploaded PDF on standard 8-1/2" x 11", typed, in no less than 12-point typeface, and pages numbered consecutively. Must be in accessible format.
3. An Application may be rejected if incomplete, if it contains any alterations of form, or if it contains other irregularities of sufficient magnitude or quantity to warrant a finding of being substantially non-compliant.
4. The County may in its discretion accept or reject in whole or in part any or all Applications, may cancel, amend or reissue the RFP at any time prior to contract approval and may waive any immaterial defect in an Application. The County's waiver of an immaterial defect shall in no way modify the Application requirements or excuse the applicant grantee from full compliance with the objective if awarded the contract.

C. Contact between Applicant and County

- (1) **County staff contact:** During the period from issuance of this RFP and the award of the contract to a successful applicant, contact regarding the specific subject of this RFP between potential or actual applicant and County staff is restricted under the terms of this section. Except as otherwise expressly authorized in this RFP, neither applicant nor County staff shall discuss, question or answer questions, or provide or solicit information, opinion, interpretation, or advocate or lobby regarding this RFP. A documented instance of such contact by an actual or potential applicant shall be grounds for disqualification from the process. County staff shall be defined as any County employees, agents or contractors involved in or connected with this RFP process.
- (2) **Questions regarding the RFP:** To maintain a fair and impartial process, all questions regarding this RFP must be submitted in writing via the County's website and contain a contact name and address. All questions and responses will be available on the County's website on or before December 7, 2022. No telephone consultation will be provided. **Questions must be submitted via the County website** at <https://www.marinhhs.org/rfp>
- (3) **Pre-Proposal Bidder's Conference:** There will be a non-mandatory pre-proposal bidder's conference at the date and time listed below. Attendance is optional and not a pre-requisite for submission of a proposal. All questions asked and answers given will be posted via the County website at <https://www.marinhhs.org/rfp>

Date: November 30, 2022

Time: 10:00-11:00 a.m.

Location: *Zoom*

VI. APPLICATION REVIEW AND SELECTION PROCESS

A. Application Review and Selection

HHS staff will conduct an initial technical review to ensure that the format requirements outlined in this RFP have been fulfilled. If any of the material format or substantive requirements is missing or incorrect, the application may be disqualified.

All applications that pass the initial technical review will be submitted to an Application review committee that shall evaluate and rank the applications. The committee will be comprised of parties knowledgeable about the services sought by this RFP from diverse backgrounds, **including persons with lived experience from the target population of this RFP**, representatives from other county departments, representatives from local advisory boards or community-based organizations, and/or any other individuals that HHS deems capable and appropriate for the selection of potential providers. The committee shall not include any potential contractors, and no committee member may apply or assist others in applying for this contract.

The purpose of the evaluation is to determine which applicants demonstrate the skills, expertise and experience to successfully perform the tasks specified in the RFP. Each committee member will read and score each application using a standardized scoring instrument. The scoring instrument will reflect the requirements of the RFP. A copy of the scoring instrument that will be used can be found in Attachment C. The County reserves the right to seek clarifying or additional information from applicants, potentially including site visits or agency interviews.

The committee will make an award recommendation to the Director of Aging and Adult Services, or designee, who will make the final recommendation to the Marin County Board of Supervisors or County Administrator.

Prior to making an award, the County may choose to conduct interviews with applicants. The purpose of the interviews would be to ask follow-up questions that may arise from the review committee and collect any additional information not gleaned from the Applications. The County may also request additional information necessary to determine the applicant's financial stability, ability to perform on schedule or willingness to incorporate additional features in the application, and any other relevant information necessary to make the award.

Once a decision is made, a Notice of Intent to Award will be emailed to all applicants evaluated by the committee.

B. Protest Procedure

Within five calendar days of the issuance of a notice of intent to award the contract, any Applicant that has submitted a proposal may submit a written notice of protest. The notice of protest must include a written statement specifying in detail each and every ground asserted for the protest. The protest must be signed by an individual authorized to represent the Applicant, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the Applicant must specify facts and evidence sufficient for the County to determine the validity of the protest.

Delivery of Protest:

All protests must be submitted in writing and received by December 30, 2022 at 4:00 P.M. by email to lpullen@marincounty.org or at the following address:

Marin County Office of Aging and Adult Services
Lee Pullen, Director
10 N. San Pedro Rd.
San Rafael, CA 94903

If a protest is mailed via U.S. Mail, it must be postmarked within 5 calendar days of the notice issuance. The Applicant bears the risk of non-delivery.

The protest will be forwarded, through the appropriate administrative channels, to the Director of the Marin County Department of Health and Human Services, or designee. The Department Director or designee may review the original RFP Application(s), the public notice, the Request for Application document, and the scoring instruments of the Application review committee, and any other document deemed appropriate. The Department Director or designee will provide a written response to the protest, including any action that will be taken, if applicable. The decision of the Department Director or designee shall be final.

C. Post Award

Once the Notice of Intent to Award has been issued, the provider selected will be contacted to execute the County's Standard Professional Services Contract. At that time, the selected provider and the County may discuss adjustments to the budget and the scope of work. **No other provisions of the County's Standard Professional Services Contract will be negotiated.** Refer to Attachment D for a copy of the County's Standard Professional Services Contract.

The applicant grantee awarded a contract under this bid process will be required to adhere to the reporting requirements set forth by HHS, as well as to provide any additional data needed to satisfy other County, state, or federal reporting requirements.

For the duration of the contract period, contract renewals are contingent upon the demonstration of progress in achieving measurable results to the County's satisfaction and compliance with all contract requirements, as well as the continued availability of contract project funding.

Award of a contract under this process does not preclude the County from conducting another RFP process for these services at a future date.