

COUNTY OF MARIN



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF WHOLE PERSON CARE

REQUEST FOR PROPOSAL (RFP)

Housing Based Case Management Contract & Vendor Pool

RFP-HHS-2022-02

www.marinhhs.org/rfp/2022-02

DATE ISSUED:

Wednesday, January 12th, 2022

DEADLINE FOR SUBMISSIONS:

Wednesday, February 9th, 2022 by 2PM PST

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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. Overview

HHS is seeking to establish a pool of contractors to provide intensive housing-based case management, which may be paired with Section 811 vouchers from Marin Housing Authority to create new permanent supportive housing. Case managers will ensure clients are connected to appropriate services, including healthcare services and mainstream benefits as appropriate. The care plans will focus on housing attainment, increased engagement with services and health care, and decreased engagement with emergency services, and other social determinants of health. The contractor will make the plan available to a multi-disciplinary care team and will actively work on progress toward the identified goals. See Attachment C for a preliminary draft of case manager duties.

Only one proposal may be submitted from a single bidder. Collaborative proposals that show a strong inter-agency partnership to develop a robust program that does not lead to duplicative or fragmented services are highly desirable.

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.

C. Underlying Philosophies

Contractors must implement a housing first (see Attachment B), harm reduction approach to service delivery.

II. PROJECT DESCRIPTION AND EXPECTATIONS

A. Project Period

This funding will establish a prioritized list of approved vendors from which HHS may contract for Housing-based case management. Project period will depend on the funding source and project requirements but will generally be no less than 1 year and no more than 5 years before a new procurement process is required.

Currently, there is one identified funding source for housing-based case management. The contract award will be made on a competitive bid basis. The anticipated contract period for this funding is from March 15th, 2022, to June 30th, 2023. This contract may be renewed for up to 3 and a half years before a new procurement process. 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

The current available funding is \$161,840 (\$121,380/year) to fund one case manager with a caseload of 17, billed at a rate of \$595 per member per month.

This RFP may be used for future housing-based case management awards. As we secure new funding, we will utilize the pool of successful bidders selected from this RFP.

C. Target Population

The target population for this funding is Marin County residents who are chronically homeless, defined as individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

- (1) experiencing chronic homelessness as defined in 24 CFR 578.3;
- (2) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- (3) residing in an institutional setting for more than 90 days or residing in transitional housing and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- (4) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- (5) receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

Clients will be assigned through Marin County's Coordinated Entry system.

D. Project Description

Many people with long histories of homelessness struggle with complex, multi-layered issues that interfere with their ability to attain and maintain stable housing. These factors often cause individuals to fall through the cracks between existing programs and remain on the streets. Additionally, people with many barriers often struggle to navigate community services and safety net programs on their own.

This RFP will create a pool of vendors to provide housing-based case management to individuals in Marin County. Clients will be assigned through Marin's Coordinated Entry system.

Clients will receive a standard set of assessments that will inform development of a client-centered care plan that reflects clients' goals and preferences and addresses social determinants of health. The care plans will focus on housing retention, increased engagement with services and health care, and decreased engagement with emergency services, and other social determinants of health. The contractor will make the plan available to a multi-disciplinary care team and will actively work on progress toward the identified goals. Case managers will ensure clients are connected to appropriate healthcare services, including establishment of a medical home and visits with primary care providers and other providers as indicated.

E. Intended Outcomes, Goals, or Objectives:

Purpose

The purpose of Marin County's Whole Person Care Division is to improve the wellbeing of Marin's homeless population through evidence-based solutions.

The services included in this scope of work serve as a critical element of the County's implementation of a unified coordinated entry and care management system by standardizing screening, assessments, and care coordination and by promoting bi-directional information sharing and care coordination among providers. The goal for this systems-level change is new, coordinated, and sustainable approaches that will improve the health and well-being of those with the highest needs and longest periods of homelessness.

Vision

The vision is to build a sustainable, evidence-based, outcomes-focused coordinated system of care across health and social sectors to more efficiently and effectively serve Marin County's most vulnerable people experiencing homelessness.

- Contractor agrees to comply with the County's Cultural Competency Plan. Contractor shall be responsible for providing services that incorporate the cultural background of the client, including the language, family structure, religion and belief system of the client.
- Contractor shall ensure that the quality of care provided to non-English-speaking individuals or to individuals with Limited English Proficiency (LEP), meets the same standards and is not substandard to the care provided to English-speaking clients.
- Contractor shall take all steps necessary to develop and maintain an appropriate capability for communicating, including providing sufficient qualified translators or translation service, in any necessary second language, including American Sign Language.
- Contractor shall be responsible for providing services to non-English/LEP speaking individuals in their own language. Contractor will have staff that are linguistically proficient in the threshold language(s) at key points of contact and during regular operating hours.
- All necessary steps will be taken to provide services in any language which is the primary language of at least 5 percent (5%) of either the community potentially served by the contractor or contractor's client population. Spanish is currently the only threshold language for Marin.
- Contractor will have a written grievance policy, inform participants of their right to grieve, and respond to grievances and complaints in a timely, fair, and transparent manner.
- Contractor will enter client-level data into HMIS and WIZARD for the purposes of tracking program and system performance and comply with all applicable Data Standards and data quality requirements for all clients.
- Contractor will adhere to Housing First principles to the extent applicable, which are further described in [Attachment B].
- Contractor will participate in the annual Point-in-Time Sheltered Count and/or the Housing Inventory Count as applicable.

- Contractor will participate in the County’s Coordinated Entry system.
- Contractor agrees to assure real-time, cross-agency integrated data and information sharing, as permitted by law
- Contractor will participate in a bi-weekly multi-agency, multi-disciplinary case conference meeting to facilitate inter-agency communication regarding client status for medical and related social support issues to ensure that there is no duplication of service and that the member receives the optimal level of case management services and a bi-weekly, multi-agency meeting to facilitate inter-agency communication for outreach to those experiencing homelessness.

F. Reporting and Performance Requirements

In coordination with other WPC Providers and Stakeholders, contractor is required to:

- Participate in standardized onboarding training to ensure consistency in care coordination, data sharing, and reporting processes;
- Provide ongoing training to new staff to ensure services are appropriate and to promote continuous quality improvement;
- Participate in surveys, interviews, and reports; and
- Participate in the governance committees, including ad hoc, Advisory, and Steering Committees, as well as committee workgroups as necessary.

Contractor shall:

- Share data (e.g., on caseload progress and outcomes) subject to state and federal laws regarding confidentiality of health information;
- Participate in case conferencing among their Care Provider Team partners and between Care Provider Teams to not only engage in care planning, but to also share best practices and procedures; identify challenges and barriers; and develop shared philosophies and approaches;
- Participate in quality improvement (Plan-Do-Study-Act) testing;
- Track and document implementation progress;
- Adopt best practices developed for addressing the needs of the target population; and
- Communicate on-going technical assistance needs that can be addressed with training and consulting resources.

Performance Standards

The performance standards listed below reflect the standard goals of the Whole Person Care initiative. Depending on funding source and population, performance standards for a given Housing-Based Case Management contract may vary.

Screening and Assessment

- 75% of persons served receive screening and assessments.

Comprehensive Care Plan

- 75% of enrollees have a Comprehensive Care Plan in place and accessible to the care team within 30 days of enrollment.

Case Management

- Housing First
- 85% of clients in housing (either precariously housed or housed during the pilot term) remain stably housed at the end of the contract term.

Social Determinants of Health:

- 55% of clients will have a visit with a primary care provider within 30 days of WPC enrollment.
- 40% of enrollees demonstrate measurable progress with respect to at least one goal in their care plans.

Contractor could be asked to contribute data to support measuring the above goals and other reporting metrics. Contractors are encouraged to track performance on these goals in their own systems as well.

Biannual Report Requirement

Contractor will be required to submit biannual reports on the following topics. Instructions below:

1. Equity work	2. Client input
3. Marin homelessness system navigation	4. Trauma

1) Equity work:

- i) What is your organization doing to provide services in a more equitable way? Examples may include participating in equity training initiatives, making materials more accessible, incorporating equity in staffing, incorporating diverse client input into program design and evaluation, etc.

2) Client input:

- i) How are you gathering client input, using it to improve services, and reporting back to clients what you heard?

3) Marin homelessness system navigation:

- i) *Homelessness system navigation goals:*
 - (1) *Clients are able to navigate/care for themselves and have agency in their care*
 - (2) *Services and the system of care are straightforward to navigate*
- ii) Discuss barriers to navigating the system that you have seen/heard clients experience as a team and then answer the following question in your biannual report:
 - (1) What are the top barriers you discussed?
 - (2) What is your organization doing to address these barriers?
 - (3) Are there barriers that disproportionately impact members of specific demographic groups and what are you doing to address them?
 - (4) Please identify the top few barriers that are beyond the control of just your organization which we should be working on collectively.

4) Trauma:

- i) *Trauma Informed Care and Secondary Trauma goals:*
 - (1) *We provide equitable trauma informed care by which we mean care that assumes everyone has trauma exposure in their history and that informs our interactions with clients, staff, and partners.*
 - (2) *We assess for and address Secondary Trauma among our staff*
 - (a) *Possible screening tool: Professional Quality of Life Scale (PROQOL) Compassion Satisfaction and Compassion Fatigue*
- ii) Discuss as a team how you are training for and implementing trauma informed practice then answer the following question in your biannual report:
 - (1) What is your organization doing to train for, incorporate into practice, and assess Trauma Informed Care?
 - (2) What are you doing to assess and address Secondary Trauma among staff?

PDSA/Continuous Quality Improvement

The Contractor shall participate in ad-hoc meetings with the Whole Person Care Business Unit and its representatives for continuous quality improvement reviews as well as quarterly PDSA documentation meetings.

Training and Technical Assistance

Contractor agrees to accept technical assistance and training as required by HHS. Anticipated technical assistance and training include:

- Compliance training regarding Whole Person Care Release of Information, data systems, and information sharing generally
- Technical assistance regarding implementation of underlying philosophies as outlined above
- Technical review and adjustment of existing HHS contracts to align with Whole Person Care goals and philosophies

Data Sharing

Contractor agrees to assure real-time, cross-agency integrated data and information. Contractor will attend multi-agency, multi-disciplinary case conference meetings as appropriate to facilitate inter-agency communication regarding client status for medical and related social support issues to ensure that there is no duplication of service and to ensure that the member receives the optimal level of case management services.

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-202X-XX; 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.

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 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. Programs should implement National Culturally and Linguistically Appropriate Services (CLAS) Standards.

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. Tentative 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	Wednesday, January 12 th , 2022
RFP Released to Prospective Applicants	Wednesday, January 12 th , 2022
Question/Answer Period Opens	Wednesday, January 12 th , 2022
Bidder's Conference	Friday, January 21 st , 2022
Question/Answer Period Closes	Friday, January 21 st , 2022 by 5PM
RFP Answers Posted	Monday, January 24 th , 2022 by 5PM
RFP Due	Wednesday, February 9 th , 2022 by 2PM
Application Review and Selection Process	2/10/2022 – 2/15/2022
Notification of Intent to Award	Wednesday, February 16 th , 2022
Protest Period	2/16/2022 – 2/22/2022 by 2PM
Public Announcement	Wednesday, February 23 rd , 2022
Board of Supervisors contract approval*	Tuesday, March 15 th , 2022
Contract Start Date**	Tuesday, March 15 th , 2022

*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.

V. 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. Cover Page (1 Page Limit – Use Template Provided in Attachment A)

Complete and sign the attached Cover Page (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 (3 Page Limit)

Required Project Questions:

1. What is your experience with and current capacity to provide services through an equity and inclusion perspective which meets the diverse linguistic, cultural, gender and other needs of the target population, as appropriate?
2. Describe your experience working with people experiencing homelessness.
3. Describe your experience providing housing-based case management services.
4. If you have not provided housing-based case management services, describe your experience providing related services. How would you develop your housing-based case management services?
5. Describe your experience connecting homeless participants to other services and resources, such as primary care, behavioral health services, employment, benefits advocacy, legal assistance, and/or other services.
6. Describe your experience providing services that adhere to the principles and practices of Housing First.
7. In the past 3 years, has your agency had any audit findings or had any federal, state, or County funds deobligated? If so, please describe the circumstances.

C. Budget (No Page Limit)

Provide a detailed project budget for the project period March 15th, 2022 – June 30th, 2023, including any one-time expenses, not to exceed the total amount of funding allowable of \$161,840. The current available funding is \$161,840 (\$121,380/year) to fund one case manager with a caseload of 17, billed at a rate of \$595 per member per month.

D. Supplemental Materials (10 Page Limit Excluding Proof of Insurance)

Please include as an attachment any information that will supplement the strength of your application. This can include – but is not limited to – job descriptions; evidence of prior program performance; explanatory letters regarding audit findings, deobligation, or other issues described in Section B – Applicant Capability; and/or letters of commitment if you/your agency is proposing to subcontract or establish a formal collaboration to provide services. Please do not attach more than 10 (excluding insurance documents) pages of material, total, and do not write additional narrative. Please only attach documents that enhance or explain aspects of your application and, in the main body of the proposal, please reference the attachments in order to guide reviewers

to the applicable supplemental material. The supplemental information will not be scored but may be used to inform scoring of other sections of the proposal.

Please provide proof of insurance by including a current Certificate of Insurance with General Liability, Worker's Compensation, Automobile insurance, and Professional Liability insurance. See page 6, Section III B for more details on insurance requirements.

VI. 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 **email** a PDF version of your application including all attachments to **msargin@marincounty.org no later than 2:00pm PST on Wednesday, February 9th, 2022**. 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 email with an attached PDF on standard 8-1/2" x 11", typed, in no less than 12-point typeface, with 1" margins 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.

5. Page Limits

Section	Page Limit
Cover Page (Attachment A)	1
Project Narrative	3
Budget & Budget Narrative	No Page Limit
Supplemental Materials	10 excluding insurance documents

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 Monday, January 24th, 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: Friday, January 21st, 2022

Time: 1:00 – 2:00 PM PST

Location: Zoom link <https://us06web.zoom.us/j/83686460495>

[Registration](#) in advance for this meeting is not required, but available [here](#) if you prefer. After registering, you will receive a confirmation email containing information about joining the meeting.

VII. 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 based on the evaluation criteria below. 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 Health and Human 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.

EVALUATION CRITERIA	POINTS
Organizational Experience/Capacity to Provide Safe, Respectful Services	50
Budget and Budget Narrative	25
Overall Quality, Coherence, and Completeness	5
Total	80

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 2:00 PM PST on Tuesday, February 22nd, 2022 by email to Gary Naja-Riese, gnajariese@marincounty.org or at the following address:

Marin County Department of Health and Human Services, Whole Person Care Division
 Gary Naja-Riese
 1177 Francisco Blvd E, Ste B
 San Rafael, CA 94901

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.