

**County of El Dorado
Chief Administrative Office
Procurement and Contracts Division**
solicitation on behalf of the

Health and Human Services Agency



**Request for Proposal (RFP)
#22-918-049**

for

**Family Urgent Response System (FURS)
Mobile Response System and Stabilization Team (MRSST) Services**

Submittal Deadline:

May 2, 2022, not later than 3:00 PM (Pacific)

Table of Contents

1.0	INTRODUCTION	1
2.0	SCOPE OF WORK	11
3.0	ELIGIBILITY	19
4.0	REQUIRED PROPOSAL COMPONENTS	20
5.0	PROPOSER QUESTIONS	25
6.0	PROPOSAL SUBMITTAL INSTRUCTIONS	25
7.0	EVALUATION PROCESS	27
8.0	SELECTION PROCEDURE.....	27
9.0	AWARD	29
10.0	CONFLICT OF INTEREST.....	29
11.0	COUNTY RIGHTS	29
12.0	EL DORADO COUNTY WEBSITE REQUIREMENTS	30
13.0	VALID OFFER.....	30
14.0	PUBLIC RECORDS ACT	30
15.0	BUSINESS LICENSE REQUIREMENT	31
16.0	PUBLIC AGENCY	31

Attachments

Attachment A – Sample Agreement for Services*

Attachment B – Mandated Reporter Requirements

Attachment C – Service Area Zip Codes

Attachment D – FURS Budget Tool

Attachment E – County of El Dorado Board of Supervisors Travel Policy

**The attached Sample Agreement for Services is for reference only. Other terms and conditions may apply based on the types of services and funding involved.

1.0 INTRODUCTION

The County of El Dorado (County) is located in Northern California and is bordered by Sacramento, Placer, Amador and Alpine counties in California, and Douglas County, Nevada. The two (2) incorporated cities in the County are Placerville and South Lake Tahoe. The United States (US) Census estimates that, as of 2020, the population of the County is 194,940. The largest city in the County is South Lake Tahoe, a resort city located in the Sierra Nevada Mountains, with a reported US Census 2020 population of 22,487.

California established the Family Urgent Response System (FURS) program in 2019 through the enactment of Senate Bill 80 (SB 80), and as amended by Assembly Bill 79 (AB 79), by adding Welfare and Institutions Code (W&IC) sections 16526 through 16530. The envisioned FURS builds upon the Continuum of Care Reform (CCR), (Statutes of 2015), which reformed child welfare services for foster youth by reducing the use of group homes and increasing the use of home-based caregiver placements.

The FURS supports the goals of the Continuum of Care Reform (CCR) to provide timely, in-home supports and services to help resource families thrive by providing foster youth and their caregivers' immediate in-home, trauma-informed support they need when issues arise. The purpose of the FURS program is to preserve the resource family unit, home-based placement, and link youth and family to longer-term community-based supports and services needed to support them and foster a healing environment.

The Budget Act of 2020 enacted by Governor Newsom allocated the California Department of Social Services (CDSS) \$26.1 million in State General Funds for Fiscal Year (FY) 2020/2021 for the FURS program to be enacted. The CDSS, in consultation with the County Welfare Directors Association, allocated funding directly distributed to all California counties for the implementation of a county-wide established Mobile Response System and Stabilization Team (MRSST).

The County's Procurement and Contracts Division, on behalf of the Health and Human Services Agency (hereinafter referred to as "HHSA"), is soliciting sealed proposals from highly qualified and experienced firms (Contractor, Proposer, or firm) to provide urgent, phone-based response and in-person/in-home, trauma-informed crisis response and stabilization services to current or former foster children and youth and their foster parents/caregivers throughout El Dorado County and Alpine County. These services will be provided as a part of the FURS program initiated at the State level, which has prompted the County to solicit service providers who can help meet the County service requirements of this mandate.

The County is partnering with Alpine County in a joint-county effort to identify a qualified organization that can offer the services outlined in this RFP, to both Counties. Alpine County is located twenty-nine (29) miles south of South Lake Tahoe on the State border with Nevada, contains no incorporated cities, and has residents living across the county's seven hundred (700) square miles seated within the Sierra Nevada mountain range. Alpine County's small population size of approximately one thousand (1,000) residents (2010 Census; CA Department of Finance, 2012), makes it California's least populous county. With a population of less than two (2) persons per square mile, it is considered an entirely rural county. As of February 2021, Alpine County's Child Protective Services division has one (1) foster youth under their care.

The County is accepting proposals from organizations that have demonstrated experience in providing mental health crisis services and trauma-informed support that includes mediation, conflict intervention, relationship preservation, crisis management, and a family-centered and developmentally appropriate approach for providing recovery services to foster families in need. Well-qualified organizations must have the capacity to provide a twenty-four (24) hours per day, seven (7) days per week response. Direct experience with children, youth and resource parents/caregivers involved in the foster care system is highly desirable.

Proposers responding to this solicitation should also understand the intent of this solicitation is to identify a Contractor who can serve the foster youth, children, and caregiver population throughout El Dorado County, which includes the County's West Slope (areas west of Echo Summit) and East Slope (South Lake Tahoe basin), and Alpine County. Regional approaches to this solicitation that limit proposed services to a geographic portion of the County or that cannot offer services to both El Dorado County and Alpine County will only be evaluated if a proposal is not received for an appropriately qualified provider, capable of implementing the MRSST services on both slopes of El Dorado County and Alpine County.

The County is an equal opportunity employer (EOE). All individuals are encouraged to participate. The County will not discriminate against any individual because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, or sexual orientation.

This RFP includes a description of the evaluation and selection process, scope of services, and RFP requirements. In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any amendment to this RFP is valid only if in writing and issued by the Chief Administrative Office, Procurement and Contracts Division. Verbal conversations or agreements with any officer, agent, or employee of the County that modify any terms or obligations of this RFP are invalid.

1.1 Key Definitions

For the purpose of this RFP, the following key definitions established apply to the FURS. These definitions are derived from the Welfare And Institutions Code (WIC) 16526, Substance Abuse and Mental Health Services Administration (SAMHSA), and per California's Department of Social Services (CDSS) published FURS guidelines:

The "**Family Urgent Response System (FURS)**" is defined by the CDSS as, "A coordinated statewide, regional, and county-level system designed to provide collaborative and timely state-level phone-based response and county-level in-home, in-person mobile response during situations of instability, to preserve the relationship of the caregiver and the child or youth, provide developmentally appropriate relationship conflict management and resolution skills, stabilize the living situation, mitigate the distress of the caregiver or child or youth, and promote a healthy and healing environment for children, youth, and families."

"**Caregiver**" is defined as "A person responsible for meeting the daily care needs of a current or former foster child or youth, and who is entrusted to provide a loving and supportive environment for the child or youth to promote their healing from trauma." Caregiver is defined broadly and includes individuals beyond a parent who are acting in a caregiving role.

"**Current or former foster child or youth**" is defined to include "A child or youth adjudicated under Welfare And Institutions (WIC) Code Section 300, 601, or 602 and who is served by a county child welfare agency or probation department, and a child or youth who has exited foster care to reunification, guardianship, or adoption. A current or former foster child or youth shall be eligible for services under this chapter until they attain 21 years of age." There is no time restriction on when an exit must have occurred for a former foster youth.

"**Resource Family**" is now used to describe all types of caregivers, rather than the various terms: foster parent, adoptive parent, relative, or non-related extended family member, who extends care to a related or unrelated child (or children) who are under the jurisdiction of the juvenile court, or otherwise in the care of a county welfare agency or probation department and has received Resource Family Approval.

"**Foster Family Agencies (FFAs)**" are licensed private agencies used by the County for the placement of foster children who require more intensive care. By statute, FFAs are organized and operated on a non-profit basis and are engaged in the following activities: recruiting, certifying, and training foster parents, providing professional support to foster parents, and finding homes

or other temporary or permanent placements for children who require more intensive care.

“Peer Partners” are individuals who have prior child welfare involvement and life experiences that provide foster youth, children and caregiver’s relatability, trust and comfort based on shared personal experiences in healing and recovery. Peer partners often understand substance abuse disorders and the recovery process through lived experiences and can assist with engaging foster families in services to improve treatment and child welfare outcomes due to their shared experiences.

“Instability” is defined as “A situation of emotional tension or interpersonal conflict between a caregiver and a child or youth that may threaten their relationship and may lead to a disruption in the current living situation.” Instability is defined broadly to include situations in which the child, youth, or caregiver feel they need support and does not require the child or youth to be the presenting problem or for the situation to rise to the level of a mental health crisis.

“Crisis” means an event involving the caregiver and current or former foster child or youth that causes emotional, physical, or behavioral distress and that, without immediate supports, creates a risk of disruption to the current living situation.

“In-home” is defined as “The place where the child or youth and caregiver are located, preferably in the home, or at some other mutually agreeable location.”

“Mobile response” is defined as “The provision of in-person, flexible, responsive, and supportive services where the caregiver and child or youth are located to provide them with support and prevent the need for a 911 call or law enforcement contact.”

“Urgent” means an immediate, in-person, face-to-face response within one (1) hour, but not to exceed three (3) hours in extenuating circumstances.

“Cultural Humility” is a guiding principle of El Dorado County’s CPS Division when working with foster children and youth and is defined as “Cultural humility is an acknowledgement of one’s own barriers to true intercultural understanding. It is the difference between intellectually knowing another culture and being able to truly relate to it and requires humility as individuals continually engage in self-reflection and self-critique as lifelong learners and reflective practitioners. Through cultural humility individuals engage in a process of mutual understanding and awareness of self in relationship to others. When others embrace cultural humility it precludes them from

operating under the assumption that they are culturally competent, and they learn about those with whom they interact.

“Trauma-Informed” is defined as “To provide trauma-informed care to children, youth, and families involved with child welfare, professionals must understand the impact of trauma on child development and learn how to effectively minimize its effects without causing additional trauma.”

1.2 Current Foster Youth Situation

The Foster Care Programs in El Dorado County and Alpine County are managed by each Counties’ HHS Child Protective Services Division (CPS), commonly referred to as Child Welfare Services (CWS). CWS are provided to children, youth, and non-minors, ages 0-21 who are dependents of the Court. Some foster children and youth are placed under the care of a resource family in their respective county. The Foster Care Program aims to safely reunify children with their parents or secure another permanent home. However, too often this goal is not achieved, especially for older youth and children.

The graph below depicts the number of foster children and youth ages 0-20 in El Dorado County and Alpine County over a seven (7) year span from 2012 - 2018.

Children in Foster Care (2012 – 2018) ¹							
Location	2012	2013	2014	2015	2016	2017	2018
El Dorado County	283	324	318	305	312	298	302
Alpine County	0	0	0	0	0	0	3

Both Counties’ Child Welfare Programs arrange for the temporary care of foster children through resource families. El Dorado County currently has sixty-seven (67) approved resource families and six (6) licensed foster families in process of approval. Child welfare staff works closely with resource families, service providers and the Court to ensure foster children’s needs are met and to help instill placement stability.

Child Welfare partners with the Foster Family Agencies (FFAs) within the community that provide care to our foster youth in placement who require more intensive care. Treatment FFAs provide therapeutic services to children who reside in certified family homes. The FFAs offer a variety of services and referrals to support and educate Resource Families, as well as the foster youth in their care.

¹ Data Source: As cited on <http://www.kidsdata.org/>, Webster, D., et al. California Child Welfare Indicators Project Reports. UC Berkeley Center for Social Services Research (Jul. 2019).

The County's Child Welfare also works closely with the Foster and Kinship Care Education (FKCE) programs, to provide training and support opportunities to caregivers of children and youth. These programs are operated out of the County's two (2) local community colleges: Lake Tahoe Community College and Folsom Lake College, Placerville Center.

The County's CWS works cooperatively with the local Tribal agency, the Shingle Springs Band of Miwok Indians. Alpine County's CWS works in partnership with their local federally recognized tribal agency, the Southern Band of the Washoe Tribe. Both of these Tribes have the authority to do their own Tribal approvals of homes within their county's jurisdiction, and child welfare staff work collaboratively with these Tribes when placement or foster care children and youth's needs arise. This shared effort has historically involved working on a case-by-case basis to support any Tribal requests for information and case management.

While caregivers/resource families are provided services and training for parenting, trauma-informed care, and crisis management to establish a path for overcoming obstacles that arise during foster placements, the provision of these services do not guarantee any particular client is prepared to work through trauma that unfolds once a child or youth is placed in their care. Efforts by caregivers and youth to build strong relationships can quickly derail when they face barriers accessing crucial community-based, trauma-informed supports during critical moments.

Without immediate supports and services, even minor miscommunications and frustrations can intensify and have detrimental results, leaving youth feeling further traumatized and possibly facing another placement change, hospitalization, or institutionalization. California's foster children are at even greater risk of placement instability during the current pandemic, as caregivers struggle to meet their needs while balancing increasing responsibilities and stressors and while coping with severely limited access to critical supports and services.

1.3 FURS Background:

Children and youth in the foster care system often experience frequent displacements, trauma and loss causing behavior, social, emotional and mental health related problems, and instability to ensue. While the Continuum of Care Reform (CCR) (2015) intended positive changes by reducing group home placements of foster youth and children and expedited the process for home-based Resource Families to receive foster care approval, the State's child welfare system has experienced struggles to recruit and retain new and existing resource families.

This movement of foster children or youth from congregate housing into family-based care has resulted in some youth, children and their caregivers not being fully equipped or trained to work through conflicts that erupt, which

may result in calls to law enforcement or 911 to help resolve the crisis and remedy the situation.

When law enforcement is brought into a nonlife-threatening situation with a foster child, the caregiver and already traumatized child/youth are likely to see the crisis escalate further rather than stabilize, leading to the inappropriate criminalization of the foster child that will have lifelong impacts or result in foster home placement removal. Placement disruption leads to more trauma and creates long-term negative effects for foster youth which may include distrust, an inability to form healthy relationships, increased behavior problems, and can also increase the risk of further placement disruptions.

As behavior problems are commonly cited in resource families' requests to have foster youth removed from their homes, the need to offer urgent intervention during times of need and to offer crisis de-escalation without involving law enforcement is critical to help preserve the relationship and placement between the foster youth and caregiver.

The State's solution to these concerns was an effort to enhance prior child welfare reform, leading to the Family Urgent Response System (FURS) program being passed into legislation. The State's intent is to have multiple positive effects on the lives of children, youth and their caregivers and to provide immediate, trauma-informed support when they need it.

The CDSS defines the primary goals for the FURS as the following:

- a. Provide current and former foster youth and their caregivers with immediate, trauma-informed support when they need it;
- b. Prevent placement moves;
- c. Preserve the relationship between the child or youth and their caregiver;
- d. Provide a trauma-informed alternative for families who previously resorted to calling 911 or law enforcement;
- e. Reduce hospitalizations, law enforcement contacts, and placement in out-of-home facilities;
- f. Promote healing as a family;
- g. Improve retention of current foster caregivers; and
- h. Promote stability for youth in foster care, including youth in extended foster care.

As mandated by the FURS legislation, the following services are required to be implemented and operational twenty-four (24) hours a day, seven (7) days a week in order to offer urgent, critical care to resource families in need to work in collaboration and run concurrently by the State and all California counties:

- 1) Statewide established FURS hotline to offer immediate trauma-informed support to former and current foster youth, children and their caregivers when they need it; and

- 2) Joint county-based mobile response system that includes a mobile response and stabilization team, to offer community-based support, linkage to local mental health services and urgent in-person, face-to-face stabilization and crisis management support to resource families in need.

1.4 CDSS' FURS State Mandated Toll-Free Hotline Overview

The CDSS established the FURS statewide toll-free hotline on March 1, 2021. It is operational twenty-four (24) hours a day and seven (7) days a week, to engage caregivers and children and youth currently or previously in the foster care system, who are experiencing tension or conflict in their relationships, emotional distress, or behavioral and other difficulties.

CDSS' FURS hotline is staffed with counselors (operators) trained in conflict resolution and de-escalation techniques for children and youth impacted by trauma. Operators will provide immediate assistance over the phone to help defuse conflict and provide focused engagement and assessment to make a referral to the county-established mobile response system (where the foster youth/child or caregiver resides) for further support.

Counselors serving as hotline operators are trained on risk assessment, which will enable the State FURS hotline to:

- Triage for level of care need;
- Provide crisis de-escalation;
- Provide conflict resolution to the family;
- Provide relevant information to the local county's established mobile response and stabilization service team during the warm hand-off; and
- Provide information regarding the recommended level of response needed to stabilize the foster family situation, including if in-person response is required.

Per the CDSS, the below guidelines are followed by the State's hotline operators when a referral to a county's mobile response system is made:

- The hotline worker will seek to engage each caller to establish a direct and live connection through a three-way call that includes the hotline worker, caregiver, child or youth, and the associated county's mobile response system in order to conduct a "warm handoff";
- The warm handoff allows for the transfer of information between the statewide hotline and the county's mobile response system without requiring the family to repeat information or undergo a second triage process;
- The caregiver, child, or youth may decline the three-way contact and handoff to the county's mobile response system if they feel their situation has been resolved at the time of the call;
- If a direct communication cannot be established, the hotline worker will make a referral directly to the local county's mobile response system

provider and will perform a follow-up call to ensure that a connection to the caregiver, child, or youth occurred; and

- The hotline worker will contact the caregiver and the child or youth within twenty-four (24) hours after the initial call to offer additional support, if needed.

The FURS statewide hotline will maintain contact information for all county-based mobile response systems, for referrals to local services, including, but not limited to county-based mobile response and stabilization teams.

1.5 Funding Information

Several factors related to this funding are important for Proposers to consider, prior to submitting a response to this RFP. Any contracts resulting from this solicitation are subject to monitoring of both costs and activities. Contract terms and conditions resulting from a successful proposal will include provisions requiring the selected contractor to make available to any County, State, or Federal representative all records and documents related to these activities.

FURS funds are not currently established as a permanent or inexhaustible funding stream. The State has announced anticipated additional rounds of funding allocations for Fiscal Year 2022/2023 to be received by the County of El Dorado and the County of Alpine to pay for continued FURS operating costs, however, future funding allocations are contingent upon State budget approval.

The Contractor selected through this opportunity will be contracted for services in amounts up to the allocation received by the County with which to perform the required work. FURS funding subawards are designed to pay for MRSST services provided in El Dorado County and Alpine County. The County is responsible for the system being established.

The selected Contractor will be responsible exclusively for the services provided through the MRSST. Payment for the services outlined in this RFP are to be reimbursed to the selected Proposer at an agreed upon fully-burdened monthly fee, inclusive of all direct costs and personnel required to provide FURS services in El Dorado and Alpine County, with the exception of travel time, which should be proposed as a separate budget item. The all-inclusive monthly fee should encompass all personnel costs associated with answering and responding to calls received from the CDSS hotline, call backs made within the mandated seventy-two (72) hour required time period, in-person MRSST visits, stand-by time for staffing the hotline and/or MRSST on a 24/7/365 basis, and report preparation. Travel expenses should be proposed consistent with the El Dorado County Board of Supervisors Travel Policy (Attachment "E"). Indirect Costs (F&A costs) can only be reimbursed as a percentage of actual costs billed on a monthly basis. Proposers will complete their proposed budget utilizing the FURS Budget Tool, Attachment D.

1.6 RFP Process Information

Proposers are advised to read all sections of this RFP prior to responding. All information provided in response to this RFP is subject to verification. Misleading and/or inaccurate information shall be grounds for disqualification at any stage in the procurement process.

All contracts resulting from this RFP process are subject to successful negotiations resulting in mutually agreeable terms, including cost considerations.

The County anticipates awarding a three (3) year term funding agreement through this solicitation with a term effective upon execution of the contract. During this term, the selected Contractor will be limited to the funding available for services as described in this solicitation, from which actual costs may be billed. The project that is the subject of this RFP may be extended, based upon successful project outcomes, and/or budget availability. Conversely, the project may be terminated prior if project outcomes do not reflect successful implementation, and/or budgeted funds become unavailable.

Upon mutual written agreement, the contract may be extended based on continued funding allocations from the State, under the same terms and conditions, should a balance of available funding remain and services continue to be required.

The following schedule is for reference purposes:

RFP Issuance	March 31, 2022
Deadline for Questions	April 14, 2022
Answers Posted on or about	April 21, 2022
Due Date for Submissions	May 2, 2022

In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued and posted at:

<https://pbsystem.planetbids.com/portal/48157/portal-home> ("PlanetBids").

Any amendment to this RFP is valid only if in writing and issued by the Chief Administrative Office, Procurement and Contracts Division. Verbal conversations or agreements with any officer, agent, or employee of the County that modify any terms or obligations of this RFP are invalid.

All interpretation or corrections, as well as any additional RFP provisions that the County may decide to include, will be made only as an official addendum that will be posted to PlanetBids and it shall be the Proposer's responsibility

to ensure they have received all addendums before submitting a response. Any addendum issued by the County shall become part of the RFP and will be incorporated into the response.

The County will not be bound by oral responses or inquires or written responses other than written addenda.

2.0 SCOPE OF WORK

As mentioned in this RFP, Alpine County is a small county with a historically minimal population that is comprised of foster youth, children and caregivers. El Dorado County has entered into a Memorandum of Understanding (MOU) with Alpine County to establish a joint agreement that allows the County to solicit a Contractor that is capable and willing to offer all services outlined in this RFP within both Counties. El Dorado County is acting as the lead County and primary contact for the award of the intended funding agreement resulting from this RFP.

In a joint effort to implement the County-based FURS mobile response system, El Dorado County's Child Welfare, Probation and Behavioral Health Divisions have worked together to support the foster youth and their caregivers in El Dorado and Alpine Counties since the FURS required implementation on March 1, 2021. However, each of these divisions lack adequate staff to fully implement an MRSST using County personnel. The purpose of this Request for Proposals (RFP) is to identify and retain a qualified Contractor to establish and operate the County's MRSST.

2.1 FURS County Mobile Response System and Stabilization Team (MRSST) Service Descriptions

A. Mandated MRSST Service Components

The County MRSST Contractor must work in conjunction with the FURS State-mandated hotline to provide immediate live phone response and in-person trauma-informed stabilization services and supports as needed to foster children, youth and caregivers in need within El Dorado and Alpine Counties.

The joint County-based MRSST will serve as the State's FURS hotline entry-point when crisis calls are received by foster youth, children or caregivers calling from locations within El Dorado County's geographic boundaries or from Alpine County. Live calls will be referred/transferred by the hotline operators to the MRSST for immediate phone response when connections to community-based mental health services are needed and when a crisis requires face-to-face, in-home, trauma-informed support, stabilization, and crisis intervention services.

The services offered through the MRSST will focus on de-escalation, problem solving, and relationship preservation in order to provide supportive services to address situations of instability, preserve the relationship of the caregiver and the child or youth, develop healthy conflict resolution and relationship skills, promote healing as a family, and stabilize the situation, thus improving foster child, youth and caregiver outcomes. The MRSST is intended to offer immediate support and stabilization services, and to connect foster care clients to community-based resources as part of a pre-established system of care for foster youth and children.

B. MRSST Operational Requirements and Deliverables

The Counties' (inclusive of El Dorado County and Alpine County) have established minimum requirements and deliverables for the MRSST in order to ensure proper handling of the FURS hotline's referred calls for caregivers and current or former foster children or youth who are experiencing a crisis. Mandated components are as follows:

1. Establish and manage the Counties' centralized FURS access multi-line phone system that facilitates entry of the caregivers and current or former foster children or youth into the FURS system;
2. Provide around-the-clock (twenty-four [24] hours a day, seven [7] days a week) service model staffing plan that ensures access to trauma-informed intake-specialists to immediately accept incoming referral calls from the State's hotline system and offer phone and crisis management response to callers and arrange for appropriate services;
3. Work collaboratively with the FURS hotline operators during the warm-transfer and the three-way call with the foster youth, child, or caregiver and, utilize the information and triage level of care provided by the hotline operator during the warm handoff to determine how to respond and when an in-person mobile response and stabilization team will be required;
4. Avoid conducting a new triage process with the child, youth or, caregiver unless new information is offered and provide compassion, care, and crisis counseling with callers as needed to further assess if new problems are presented;
5. Determine the appropriate level of care and composition of the MSSRT responders required to be deployed on-site to serve on the in-person stabilization team, based on the urgency and critical needs of the caregiver, child, or youth once urgent face-to-face response has been deemed appropriate by the FURS hotline operators;
6. Utilize personnel with specialized training in trauma of children or youth on the mobile response and stabilization team; make all efforts to include peer partners and those with lived experience on the response team; and

7. Coordinate the deployment of the stabilization team on-site per the required response timeline requirements outlined in Article 2.2, Specifications, and Section E.

C. MRSST On-Site Service Requirements

Once screened and triaged, if deemed clinically appropriate by the FURS hotline and in-person response is required, appropriate personnel from the MRSST must be deployed on-site to offer immediate, in-person, face-to-face stabilization response preferably within one (1) hour, but not to exceed three (3) hours for urgent needs, or same-day response (within 24 hours) for non-urgent situations.

Provision of in-home de-escalation, stabilization, and support services provided by the Counties' selected MRSST Contractor must include all of the following requirements, as regulated by the CDSS:

- 1) Establish in-person, face-to-face contact with the child or youth and caregiver;
- 2) Identify the underlying causes of, and precursors to, the situation that led to the instability;
- 3) Identify the caregiver interventions attempted;
- 4) Observe the child and caregiver interaction;
- 5) Diffuse the immediate situation;
- 6) Coach and work with the caregiver and the child or youth in order to preserve the family unit and maintain the current living situation or create a healthy transition plan, if necessary;
- 7) Connect the foster youth and caregiver to other County- or community-based supports and services to ensure continuity of care and to guide them through emotional, health, and trauma-induced behavioral issues. Issues include, but are not limited to, anger management, healing and recovery, rehabilitation, and linkage to additional trauma-informed and culturally and linguistically responsive family supportive services and youth and family wellness resources;
- 8) Follow-up by the MRSST is required after the initial face-to-face response, for up to 72 hours, to determine if additional supports or services are needed; and
- 9) Identify and provide additional resources which support ongoing stabilization needs for the family and develop a plan for, or referral to, appropriate youth and family supportive services within the County.

D. Coordination with Collaborative Partners

Coordination of care with the county of jurisdiction's child protective services, probation, and/or behavioral health agency, as well as any associated Tribal Agency, Child and Family Team (CFT), or Family Foster Agency (FFA) is expected by the MRSST Provider, as a matter of

necessity, to ensure a coordinated approach is followed regarding the service needs of the child or youth that has an existing mental health treatment plan and a placement preservation strategy established.

During the assessment performed by the MRSST, the selected Proposer shall identify whether the child or youth has an existing mental health treatment plan and if a placement preservation strategy is established through child welfare or probation. Response and services must be coordinated consistent with that plan and strategy with the county of jurisdiction. Urgent issues, such as safety concerns, risk of placement disruption, and/or ineffective support services, should be addressed immediately with the county of jurisdiction's child welfare or probation department.

There are no foster clients placed in Alpine County outside of their jurisdiction. These clients may access the State's hotline for services, which would require the selected Proposer to coordinate with those clients' county of jurisdiction rather than El Dorado or Alpine County.

The selected Contractor should contact the county of jurisdiction within twenty-four (24) hours and let them know that the foster youth or caregiver called the FURS system and relay the report/outcome of the call or on-site visit. Upon award of contract resulting from this RFP, the County's CPS Department Program Manager will provide the selected Contractor with a contact list for County collaboration to streamline this communication process.

The selected Proposer must also develop partnerships and collaborate with El Dorado County's Probation Department to facilitate coordination of services for the County's fourteen (14) foster youth and non-minor dependents under their juvenile probation system jurisdiction. The County's Probation Department runs a Juvenile Detention Facility that is staffed 24/7 and can facilitate contact if probation involvement is needed after hours. Alpine County does not have any foster youth that are under the jurisdiction of a juvenile probation system.

If a foster youth or child is under the jurisdiction of the local Tribe, communication may need to be had with the related Tribal Agency, depending on the scenario.

For the purpose of immediate connectivity to valuable local resources and supports, the selected Proposer shall perform community-based outreach to identify and establish, or build upon, their network of providers within the County and maintain an up-to-date listing of community-based mental health and child welfare resources and providers, to be readily available for referral to all clients of the FURS program.

E. Trauma-Informed Approach Service Delivery

The County's Child Welfare, Behavioral Health and Probation Departments are committed to maintaining a Trauma-Informed System as part of its effort to build a better service delivery system for our foster youth, children and Resource Families. In preserving the County's trauma-informed practices, the selected MRSST Contractor must utilize a trauma-informed approach when engaging individuals with all services rendered, including foster clients, staff, partners, and the community.

Maintaining a trauma-informed staff is required by the Contractor performing the services outlined in this RFP, which are designed to minimize the risk of re-traumatizing individuals and/or families, and promote safety, self-care, and resiliency. The MRSST is expected to deliver Trauma-Informed Care and provide the Resource Family with a plan of action to address identified additional support or ongoing stabilization needs and to connect them to needed ongoing services through a local network of care service systems.

Trauma-Informed Principles include but are not limited to:

- Understanding trauma and its impact to individuals;
- Promoting safety;
- Awareness of cultural, historical, disability, and gender issues, and ensuring competence and responsiveness; and
- Supporting individual empowerment, control, choice, and independence.

F. Staffing and Training Requirements

The composition of staff and mobile responder's qualifications and experience required to fulfill the FURS program initiatives are not based on a one-size-fits-all approach. It is the intent of FURS legislation that MRSST services are provided by a trained and trauma-informed team comprised of a variety of mental health and child welfare professionals, including but not limited to: practitioners, licensed clinicians, state-certified substance abuse counselors, child welfare and mental health professionals, individuals that have specialized training in trauma of children or youth and the foster care system, and peer partners in the field.

Peers must have personal lived experience of a mental illness, recovery, or lived experience within the foster care system in order to promote engagement and provision of peer and family support services. Peers should be trained to provide services including, but not limited to: brief case management, information and education about behavioral health, community resources, and provided linkages to access foster youth, children and caregiver services. The County has a strong preference for

the recruitment of former and current foster youth to serve as youth advocate peers.

While there is no standard client to staff ratio, the Proposer should have a plan in place specifying how multiple calls and in-person responses will be managed at the same time. Program staff should be comprised of cultural, racial, ethnic, and linguistic diversity to provide culturally responsive interventions and services to the FURS clients.

The selected MRSST Contractor will be required to maintain adequate staffing to support the FURS program, which includes the recruitment and retention of staff. The selected Contractor must also have the capacity to offer around-the-clock accessibility to a diverse pool of behavioral/mental health and trauma-informed professionals to ensure that the needs, de-escalation, problem solving, and relationship preservation services are ready on demand and provided when needed.

Each proposed MRSST should have a minimum of one (1) licensed clinician, to provide leadership, oversight, administration, management, and coordination of day-to-day activities of the FURS staff and services. The licensed clinician will also be required to assist and support the mobile stabilization teams in ensuring that troubled foster youth and their caregivers are provided the appropriate level of care and are connected to needed services, including but not limited to mental health services, physical health, substance use services, legal services, and counseling, as needed. To ensure quality of services and appropriate level of care, the Counties highly recommended Proposers have a licensed Mental Health Clinician on staff and access to licensed clinicians twenty-four (24) hours per day, seven (7) days per week, and three-hundred and sixty-five (365) days per year.

The successful Proposer will be required to develop and submit a staff training plan that includes cultural humility and trauma-informed and ensure that all staff are adequately trained to mediate crises, help families work through instability, trauma and behavioral issues. Staff training topics must also include risk management, de-escalation, safety enhancing strategies and be trained on available community-based mental health and child welfare services that are available resources for the foster family population, to be used to prevent placement disruption and preserve the family unit.

2.2 Additional Required MRSST System Specifications

A. Individuals Served

The FURS program services are available to current and former foster youth, ages 0-21, and their foster parents/caregivers, who are residing in El Dorado County. As defined in this RFP, "Current foster youth" includes youth, ages 0-21, adjudicated under the California Welfare and Institutions Code Sections 300, 601, or 602, as well as those who are served by a county child welfare agency or probation department. Currently there is no age cap on "Former foster youth" who have exited foster care to reunification, guardianship, or adoption. There is no requirement that children or youth live in a family-based setting in order to receive mobile response services, and a child or youth does not need to meet any clinical criteria in order for the caregiver, child, or youth to receive a mobile response through FURS.

B. Hours of Operation

As required in statute, MRSST must be operational twenty-four (24) hours per day, seven (7) days per week, and three-hundred and sixty-five (365) days per year (24/7/365). The selected Proposer must be equipped and prepared to provide immediate, phone response as well as urgent in-person support when needed to support the foster youth, children, and their caregivers.

C. Service Locations

All referrals/calls from the hotline to the County's Mobile Response System provider will be routed based on the caller's location being within the boundaries of El Dorado County or Alpine County, where the face-to-face mobile response services are needed, and is not based on the county of jurisdiction. In-person responses by the MRSST will be provided throughout El Dorado County, which is divided into two (2) geographical zones, the Western Slope (the portion of the County West of Echo Summit) and the Eastern Slope (South Lake Tahoe basin) or within Alpine County. **(Zip codes for service areas within the County of El Dorado and the County of Alpine are provided for reference in Attachment C.)**

D. Mobile Response System Logistical Requirements

As part of the requirements for the Mobile Response System implementation, all proposers will be required to have a mobile response call-in system that includes the following:

- A dedicated and published phone number;
- Telecommunication equipment with capacity to immediately respond to and handle the three-way calls referred from the hotline system.

The use of voice mail and answering services are not acceptable for the 24/7/365 immediate phone response;

- Protocols in place for obtaining interpreter services for limited English proficient and Deaf and Hard of Hearing callers as needed;
- Protocols in place in the case of telecommunications equipment interruption or failure; and
- Protocols in place for logging and documenting services and data collection.

E. Time Requirements for In-Person Mobile Response Stabilization Services

When CDSS' FURS hotline counselors triage a call and deems in-person stabilization services are required by a current or former foster child, youth or caregiver during the handoff of the call (or via a referral) to the MRSST, or new information is provided to the MRSST which establishes that in-person, on-site response is required, the selected Proposer must react with urgency with the deployment of the in-person, face-to-face response stabilization units.

WIC 16526 requires the below timelines to be adhered to, thus, the County's selected MRSST Proposer must follow the below time requirements:

- The MRSST must be on-site, face-to-face with the youth, child or caregiver preferably within one (1) hour, but not to exceed three (3) hours for urgent needs, or same-day response (within 24 hours) for non-urgent situations;
- All mobile responses are considered urgent unless a child, youth, or caregiver requests to schedule a same-day response at a specific time or window of time;
- When a child, youth, or caregiver requests to schedule a same-day response at a specific time or window of time outside the required three (3)-hour timeframe, the response would be considered non-urgent; and
- Non-urgent means an in-person, same-day response (within twenty-four [24] hours) and is applicable.

F. Timeline Stipulation for Implementation

Statute required that both Counties' (El Dorado and Alpine County) FURS Mobile Response System and Stabilization Team (MRSTT) be operational along with the CDSS' hotline by March 1, 2021. El Dorado County has dedicated internal systems and resources to temporarily operate this mandated system to the extent possible until the award of this RFP is finalized and the selected Proposer is chosen to fully operate and establish the County's MRSTT.

2.3 Reporting Requirements

The collection of data is necessary to evaluate County-based outcomes regarding the FURS program implementation; timely reporting will be required by the selected Proposer containing both qualitative and quantitative data regarding individuals served through the County's FURS system. Data will be collected using automated procedures or other methods mutually agreed upon and will be outlined in a resulting contract. All reports should distinguish the responses serviced by location (calls or in-person) for El Dorado County or Alpine County.

Reporting is anticipated to include:

- Maintain case-load, assignment details and billing information required for reporting and billing purposes to the County;
- Records for each individual who is serviced through the Counties' MRSST, including but not limited to, the disposition of each call and whether mobile response and stabilization services were provided;
- On-site deployment stabilization services offered, the composition of respondents deployed and narrative response on the successfulness and outcome of in-home visit; and
- MRSST outcome data, including, but not limited to, placement stability, return into foster care, and/or movement from child welfare to juvenile justice.
- Completion of FURS Summary Report for every FURS mobile response to be provided to El Dorado County /Alpine County Child Welfare Services.

3.0 ELIGIBILITY

To be considered eligible to submit a proposal in response to this solicitation, the Proposer must:

- 1) Demonstrate an established commitment to offering Trauma-Informed Services. To demonstrate eligibility in this area, the Proposer must submit evidence of the guiding principles or philosophy used by the organization in offering Trauma-Informed Services. Evidence may include policies, procedures, or other organizational governing documents specifically identifying Trauma-Informed principles being adhered to.
- 2) Certify the Proposer will maintain a trauma-informed trained workforce with services rendered.
- 3) Provide copies of licenses for any current clinicians, along with professional certifications, or other pertinent credentials for any staff members who will serve on or be responsible for the MSSRT services outlined in this RFP. Copies of the licenses/certifications/credentials should be attached to and included with the submission as a part of the proposal response to this RFP.

- 4) Certify the Proposer has read and will agree to the standard terms and conditions and insurance requirements identified in the Sample Agreement, attached to this RFP as Attachment "A".
- 5) Certify the Proposer has read and will agree to the Mandated Reporter Requirements and acknowledges that all staff offering services outlined in this RFP will be trained on Mandated Reporter Requirements related to Child Welfare Services, attached to this RFP as Attachment "B".

The certifications indicated above (Eligibility items numbered 2, 4 and 5) should be included in the "Cover Letter" as specified in Section 4.1. Proposals received that fail to meet the Eligibility requirements identified above will be rejected as unresponsive and not evaluated.

4.0 REQUIRED PROPOSAL COMPONENTS

Each response to this RFP shall include the information described in this section. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided, but should be succinct and relevant to the goals of this RFP. Excessive information will not be considered favorably. The document shall be 8-1/2 inches by 11 inches in size or shall be folded to that size.

All proposals shall contain the following elements, and in the order given:

4.1 Cover Letter with the following information:

- Title of this RFP;
- Name and Mailing Address of Firm (include physical location if mailing address is a P.O. Box);
- Year the firm was established;
- Type of organization of firm (partnership, corporation, etc.);
- Contact person including telephone number, fax number, e-mail address, and physical mailing address;
- Evidence of the guiding principles or philosophy used by the organization in offering Trauma-Informed Services (as specified in Section 3. Eligibility);
- A statement certifying the Proposer understands it will be required to maintain a trauma-informed trained workforce with services rendered;

- A statement certifying the Proposer has read and will agree to the standard terms and conditions identified in the Sample Agreement for Services, attached to this RFP as Attachment A;
- A statement certifying the Proposer has read and will agree to the State-mandated Mandated Reporter Requirements, attached to this RFP as Attachment B;
- A statement by submitting firm requesting protection of proprietary information if necessary. All proposals may be considered public information. Subsequent to award of this RFP, all or part of any proposal may be released to any person or firm who may request it. Therefore, proposers may request in their Cover Letter if any portion of their submittal should be treated as proprietary and not released as public information.

4.2 Signatory Requirements: In order to receive consideration, the Cover Letter must be signed by an officer empowered by the Proposer to sign such material and thereby commit the Proposer to the obligations contained in the RFP response. **Further, the signing and submission of a response shall indicate the intention of the Proposer to adhere to the provisions described in this RFP and a commitment to enter into a binding contract.** Submittals shall be signed by one of the following representatives:

- If the respondent is a **partnership**, submittal shall be signed in the firm name by a partner or the Attorney-In-Fact. If signed by the Attorney-In-Fact, there shall be attached to the proposal a Power-Of-Attorney evidencing authority to sign proposals, dated the same date as the proposal and executed by all partners of the firm.
- If the respondent is a **corporation**, the submittal shall have the correct corporate name thereon and the actual signature of the authorized officer of the corporation written (not typed) below the corporate name. The title of the office held by the person signing for the corporation shall appear below the signature of the officer.
- If the respondent is an **individual** doing business under a firm name, the submittal shall be signed in the name of the individual doing business under the proper firm name and style.
- If the respondent is a **non-profit organization** (i.e. 501(c)3), the submittal shall be signed by the Executive Director of the organization with additional evidence submitted to demonstrate the Executive Director has been delegated to have signature authority by the organization's governing body.

4.3 Proposal Narrative

A. Executive Summary

The Executive Summary section of the proposal should address the Proposer's overall approach to implementing the County's FURS Mobile Response and Stabilization Unit (MRSST) services related to impacted foster youth and children or their caregivers. At a minimum, the Executive Summary should also address:

- 1) Describe the Proposer's overall experience performing trauma-informed services, mental-health counseling, crisis management and stabilization services for children, youth or adults with a similar scope; and
- 2) Describe the Proposer's overall intent and approach for meeting the need for all services solicited in this RFP, including its ability and capacity to provide services in both El Dorado County East and West Slopes and Alpine County

B. Plan for Services

The plan for services should address the Proposer's plan for providing the FURS MRSST services for the foster youth, children and caregiver population within the Counties of El Dorado and Alpine. All descriptions of plans should be detailed and include measurable outcomes, defined timelines, a clear discussion of the staffing model, including titles, licensure and duties performed to provide the services, and the activities/steps that will be taken to achieve the outcomes identified. At a minimum, the plan for services should clearly:

- 1) Describe the Proposer's plan for meeting the staffing requirements and around-the-clock demand (24/7/365) for the provision of all services outlined in this RFP on both the West and East Slope of El Dorado County and Alpine County. This description must also address:
 - a) How many mobile response teams will be provided to ensure continuity and provision of services, both on the phone and in-person in the event of multiple families needing a mobile response simultaneously?
 - b) Where are the stabilization team members located in proximity to both geographic areas of the County and Alpine County, to ensure adherence to the required response timelines established in the Scope, Section 2.2 Specification "E"?
- 2) Describe the Proposer's plan and criteria used to determine the appropriate action(s), level of care and the criteria to determine the composition of the MRSST (i.e., required staff qualifications, utilization of licensed clinician, inclusion of peer partners with lived experience, and number of staff to deploy on-site) for response;

- 3) Describe the Proposer's service plan and protocols for addressing the Mobile Response System Logistical Requirements specified in the Scope, Section 2.2, "D" of this RFP;
- 4) Describe the Proposer's plan for collaborating with existing providers and building a network of care providers and foster family resources within El Dorado County and Alpine County, include any relevant knowledge of the population to be served and experience collaborating with providers and other county partners to ensure coordination of services on behalf of clients with a similar scope;
- 5) Describe the Proposer's plan to temporarily adapt due to circumstances associated with COVID-19 or during a declared COVID state of emergency, while providing the scope of services described in this RFP; and
- 6) Describe the Proposer's detailed timeline plan including a timeline chart for program implementation with start dates and completion dates, responsibilities, and milestones for all the actions leading up to a fully functioning program.

C. Capabilities and Experience

The Capabilities and Experience section should provide an overview of the organizations history and experience serving foster youth, children, and caregivers in California. At a minimum it should also address the following:

- 1) Describe your organization's capacity to staff the MRSST and duties of personnel dedicated to and responsible for providing the scope of services described in this RFP;
- 2) Describe the qualifications of key staff involved in and responsible for the MRSST, including the competency, education and qualification levels, professional licensure, and certifications required of all positions/classifications;
- 3) Describe the organization's history and experience providing similar services to a similar population;
- 4) Describe the organization's experience in collaborating with local child welfare, probation, and behavioral health agencies, including any achievements or demonstrable success the organization has had with working with children, youth and families, and counties which include mediation, placement preservation, or stabilization services of similar scope; and
- 5) Describe the organization's experience in responding to individuals with urgent counseling needs, trauma-induced behaviors, conflicts, or instability arising from traumatic incidents or history of trauma (e.g., removal from birth home, death, violence, abuse, or substance abuse) that produces a high degree of distress and emotional reaction that surpasses normal coping mechanisms.

D. Detailed Budget and Budget Narrative

Proposers should identify all personnel/positions costs inclusive of salaries and benefits, any contract or subcontract costs that will be incurred whether for goods or services, any operational costs, as well as Indirect (Facilities & Administrative (F&A) costs). The completed budget should include all Direct Costs necessary to perform the services identified in the RFP for anticipated three-(3) year term, utilizing the FURS Budget Tool attached to the RFP as Attachment D.

Important considerations are as follows:

- Direct Costs are those costs directly related to the activities solicited in this RFP. They may include staff time for responding to referrals made from the FURS hotline, completing assessments or reporting required for this project, or engaging in required collaborative activities with the appropriate jurisdictions.
- Proposers should include a budget for mileage based on their best estimate and proposed service area; the County understands this is difficult to project given the unknown number of services to be performed. Mileage can only be reimbursed at the rates identified in the County's Travel Policy attached to the RFP as Attachment E.
- Indirect Costs (F&A costs) can only be reimbursed as a percentage of actual costs billed on a monthly basis. As a result, Proposers must factor these costs as a percentage of the total direct costs proposed. Indirect cost rates in excess of ten percent (10%) of the total direct costs proposed will not be evaluated favorably.
- All proposed costs should include a description or formula indicating how the total cost amount was determined. Attachment D provides a sample for creating a consistent format.

In addition to completing Attachment D, the Proposer must also include a Budget Narrative. At a minimum, the detailed budget narrative should address:

- 1) All factors of cost included in the rate for each personnel/position proposed, including the types of benefits offered, the full time equivalency (FTE) of the position, and the qualifications of the position.
- 2) A description of how the positions proposed will be sufficient to provide the services solicited in the RFP.
- 3) A description of all non-personnel costs and how these costs are necessary and reasonable for the delivery of services solicited in the RFP.
- 4) A description of what costs are included in the proposed indirect cost (F&A) rate.

5.0 PROPOSER QUESTIONS

- 5.1 Questions regarding this RFP must be submitted in writing by email or U.S. mail to the Procurement and Contracts Office, or on the PlanetBids website and must be received no later than 5:00:00 p.m. (Pacific) on **April 14, 2022**.
- 5.2 All emails must have “**RFP #22-918-049 – QUESTION**” as their subject, and all envelopes or containers must be clearly marked “**RFP #22-918-049 QUESTION**” for convenience purposes. Emails, envelopes, and/or containers not clearly labeled may be overlooked and not responded to.
- 5.3 Questions will **not** be accepted by telephone, facsimile (fax), or orally.
- 5.4 The County reserves the right to decline a response to any question if, in County’s assessment, the information cannot be obtained and shared with all potential organizations in a timely manner.
- 5.5 A summary of the questions submitted, including responses deemed relevant and appropriate by County, will be posted to the County website on or about **April 21, 2022**.
- 5.6 All inquiries shall be submitted by email to: matthew.potter@edcgov.us
or by U.S. Mail to:

County of El Dorado
Procurement and Contracts
330 Fair Lane
Placerville, California 95667
RFP #22-918-049 – Question

- 5.7 Proposers are cautioned that they are not to rely upon any oral statements that they may have obtained. Proposers shall direct all inquiries to the contact above and shall not contact the requesting department or other County staff directly regarding any matter related to this RFP. Information provided by other than Procurement and Contracts staff may be invalid and proposals which are submitted in accordance with such information may be declared non-responsive. Any addenda to this RFP is valid only if in writing and issued by the County’s Procurement and Contracts Division.

6.0 PROPOSAL SUBMITTAL INSTRUCTIONS

- 6.1 Proposers are strongly encouraged to submit their responses online to assure a complete and timely response. To respond online firms must register with the County’s online bidding system, PlanetBids, at <https://pbsystem.planetbids.com/portal/48157/portal-home>. Proposers are cautioned that the timing of their online submission is based on when the submittal is RECEIVED by PlanetBids, not when a submittal is initiated by

a Proposer. Online submittal transmissions can be delayed in an “Internet Traffic Jam” due to file transfer size, transmission speed, etc. For these reasons the County recommends that Proposers allow sufficient time to upload their response and attachment(s) (if applicable) and to resolve any issues that may arise. The closing date and time shall be governed by the PlanetBids web clock, which does not allow submittals after the closing date and time. PlanetBids will send a confirmation email to the Proposer advising that their online submission (eBid) was submitted. If you do not receive a confirmation email you are advised to contact the PlanetBids Support team by phone (818-992-1771 Monday through Friday between 7 a.m. and 5 p.m. Pacific, excluding statutory U.S. holidays) or by submitting a Support Ticket (visit <https://solutions.planetbids.com/support/> to complete and submit the ticket form).

- 6.2** Proposers that decide to submit a hard-copy response do so at their own risk. All hard-copy submittals must include all of the same information required for online submittals. Incomplete submittals will be rejected as non-responsive. Proposers shall submit one (1) original hard-copy and one (1) electronic copy of their proposal in PDF format on a flash/USB drive. All hard-copy submittals shall be submitted in a sealed envelope or container and clearly marked “RFP #22-918-049 – Family Urgent Response Mobile Response System and Stabilization Team (MRSST) Services– DO NOT OPEN” on the outside of the parcel.
- 6.3** All responses must be submitted not later than the date and time posted on PlanetBids. Hard-copy proposals shall be submitted ONLY to:

County of El Dorado
Procurement and Contracts Division
330 Fair Lane
Placerville, CA 95667

- 6.4** The County shall not be responsible for proposals delivered to a person or location other than specified herein. Proposals submitted to a location other than the above will not be considered duly delivered or timely. The County shall not be responsible for rerouting proposals delivered to a person or location other than that specified above.
- 6.5** Faxed or emailed proposals shall not be accepted.
- 6.6** Late proposals will not be accepted or considered.
- 6.7** All proposals, whether selected or rejected, shall become the property of the County and shall not be returned.

- 6.8 The County reserves the right to waive minor defects and/or irregularities in proposals, and shall be the sole judge of the materiality of any such defect or irregularity.
- 6.9 All costs associated with proposal preparation shall be borne by the offeror.
- 6.10 It is the responsibility of the Proposer to ensure that the proposal is received in the Procurement & Contracts Division prior to the proposal opening deadline date and time.
- 6.11 Any hard-copy submittal received prior to the date and time specified for receipt of submittals may be withdrawn or modified by written request of the Proposer. Requests for modification must be received in writing, and in the same number of copies as the original submittal, prior to the date and time specified above for receipt of submittals.

7.0 EVALUATION PROCESS

Proposals will be evaluated by a selection committee and the firm/Proposer submitting the most highly rated proposals may be invited for interviews. The following evaluation criteria and rating schedule will be used to determine the firm that provides the best value:

	Evaluation Criteria	Maximum Points
A.	Executive Summary	20
B.	Plan for Services	96
C.	Capabilities and Experience	64
D.	Budget and Budget Narrative	40
	TOTAL POSSIBLE POINTS	200

8.0 SELECTION PROCEDURE

- 8.1 County staff will open and review proposals for responsiveness following the submittal deadline. The names of the Proposers that submitted proposals will be made available after the RFP deadline has passed. The contents of all proposals, or any other medium which discloses any aspect of the RFP, shall be held in strictest confidence until the County releases a Notice of Award or Notice of Intent to Award.
- 8.2 The County reserves the right to reject any or all proposals, to waive minor irregularities in said proposals, or to negotiate minor deviations with the successful Proposer. The County shall be the sole judge of the materiality of any such defect or irregularity.
- 8.3 A Selection Committee appointed by the County will evaluate the proposals. It is anticipated that representatives from the County and other local

government entities, if necessary, will conduct the evaluations. The Selection Committee may interview Proposer firms during the selection process if it is determined to be necessary.

- 8.4** When evaluation of the proposals has been completed, one (1) or more Proposers will be selected and negotiations will be initiated. If for any reason a contract cannot be negotiated, the County reserves the right to select the next highest ranked Proposer. The County will then make recommendations for selection to the Purchasing Agent or County Board of Supervisors based on the criteria outlined in the preceding sections.
- 8.5** The County reserves the right to award a contract to the Proposer who, in the sole judgment of the County, presents the most favorable response to this RFP pursuant to the evaluation criteria indicated above. The County reserves the right to make an award without further discussion of the submittal with the Proposer. Therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual may propose.
- 8.6** In the case of differences between written words and figures in a proposal, the amount stated in written words shall govern. In the case of a difference in unit price versus the extended figure, the unit price shall govern.
- 8.7** The Procurement and Contracts Division does not mail out hard copy letters advising participating Proposers of RFP results. For RFP results, please visit the PlanetBids website at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

RFP results are also available at:

<https://edcapps.edcgov.us/contracts/bidresults.asp>

- 8.8** The results of this RFP will be posted on the PlanetBids and County website listed in Section 8.7 above at the earliest possible opportunity in accordance with County policy. The timeline for posting RFP results may vary depending on the nature and complexity of the RFP.
- 8.9** The selected Proposer will receive written notification of the award. Response and selection of a proposal will not necessarily result in the award of a contract with the County of El Dorado. Proposal opening does not constitute awarding of a contract. Contract award is by action of the Purchasing Agent or Board of Supervisors and is not in force until fully executed.

9.0 AWARD

Response to this RFP will not necessarily result in an agreement with the County. Proposal opening and evaluation does not constitute award of an agreement. The County Board of Supervisors will determine the final award of any resulting agreement. The agreement is not in force until it is signed and executed by the County Board of Supervisors or Purchasing Agent.

10.0 CONFLICT OF INTEREST

Proposers warrant and covenant that no official or employee of the County, or any business entity in which an official of the County has an interest, has been employed or retained to solicit or aid in the procuring of any resulting agreement(s), nor that any such person will be employed in the performance of such agreement without immediate divulgence of such fact to the County. Proposer's proposal shall contain a statement to the effect that the Proposer is not currently committed to another project that would constitute a conflicting interest with the project defined in this RFP.

11.0 COUNTY RIGHTS

Proposers interested in being considered must submit a proposal in compliance with this RFP. Failure to meet the minimum requirements of the RFP shall be cause for rejection of the proposal. The County reserves the right to reject any or all proposals.

The County may reject a proposal if it is conditional, incomplete, contains irregularities, or reflects inordinately high cost rates. County may waive immaterial deviation in a proposal at the sole determination of the County. Waiver of an immaterial deviation shall in no way modify the RFP documents or excuse the Proposer from full compliance with the contract requirements if the Proposer is awarded the contract.

Additionally the County reserves the right to:

1. Request clarification of any submitted information.
2. Not enter into any agreement.
3. Not select any Proposer.
4. Cancel this process at any time.
5. Amend this process at any time.
6. To award more than one (1) contract if it is in the best interest of the County.
7. Interview Proposers prior to award.
8. To request additional information during an interview.

12.0 EL DORADO COUNTY WEBSITE REQUIREMENTS

It is the Proposer's responsibility to monitor the PlanetBids website for possible addenda to this RFP to inform him/herself of the most current specifications, terms, and conditions, and to submit his/her proposal in accordance with original RFP requirements and all required addenda. All available RFPs and related addenda can be found at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

Failure of Proposer to obtain this information shall not relieve him/her of the requirements contained therein.

13.0 VALID OFFER

Proposals shall remain valid for one hundred twenty (120) days from the due date. The County reserves the right to negotiate with the successful Proposer any additional terms or conditions not contained in their proposal which are in the best interest of the County or to otherwise revise the scope of this RFP. This RFP does not constitute a contract or an offer of employment.

14.0 PUBLIC RECORDS ACT

All proposals and materials submitted shall become property of the County and will not be returned. All responses, including the accepted proposal and any subsequent contract, become public records in accordance with the requirements of the California Government Code, Sections 6250 - 6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful proposal are not considered proprietary information. Proposers which indiscriminately identify all or most of their proposal as confidential or proprietary without justification may be deemed unresponsive.

The County will treat all information submitted in a proposal as available for public inspection once the County has selected a successful Proposer. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal, and present such information **separately** as part of your response package.

Upon receipt of a request for disclosure pursuant to the California Public Records Act for information that is set apart and marked as proprietary, County will notify you of the request for disclosure. You shall have sole responsibility for the defense of the proprietary designation of such information. Failure to respond to the notice and enter into an agreement with County providing for the defense of and complete indemnification and reimbursement for all costs incurred by the County in any legal

action to compel the disclosure of such information, shall constitute a complete waiver of any rights regarding the information designated proprietary and such information will be disclosed by County pursuant to applicable procedures under the California Public Records Act.

15.0 BUSINESS LICENSE REQUIREMENT

It is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Code Section 5.08.070. Contact the Tax Collector's Office at 360 Fair Lane, Placerville, CA 95667, or phone (530) 621-5800, for further information.

It is not a requirement to possess a County business license at the time of proposal submittal. Selected Proposers may be required to possess a County business license to award contract.

16.0 PUBLIC AGENCY

It is intended that other public agencies (i.e., city, special district, public authority, public agency, and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFP with the same terms and conditions specified therein, including pricing. The County shall incur no financial responsibility in connection with any agreement from another public agency. The public agency shall accept sole responsibility for contracting for services and making payment to the vendor.