

**County of El Dorado
Chief Administrative Office
Procurement and Contracts Division**
on behalf of the
**Health and Human Services Agency
Behavioral Health Division**



**Request for Qualifications (RFQ)
#2025-0155**

for

Patients' Rights Advocate Services

Submittal Deadline:

December 12, 2025, not later than 3:00:00 PM (Pacific)

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*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 (hereinafter referred to as “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 July 1, 2023, the population of the County is 192,215. The largest city in the County is South Lake Tahoe, a resort town located in the Sierra Nevada Mountains, with a reported US Census 2023 population of 21,319.

The County is soliciting sealed Statements of Qualifications (SOQ) from qualified individuals or organizations (hereinafter referred to as “Respondents” or “firms”) to provide Patients’ Rights Advocate (PRA) services in support of the County’s Health and Human Services Agency (HHSA) Behavioral Health Division (BHD), to recipients of mental health services within the County’s jurisdiction. Respondents must demonstrate relevant experience in advocating for the rights of recipients (hereinafter referred to as “Patient(s) or Client(s)”) of mental health services within the County’s jurisdiction, including knowledge of applicable federal and state laws, regulations, and procedures. Experience working with California local governments and familiarity with the Lanterman-Petris-Short (LPS) Act is highly desirable. Services may include direct Client advocacy, education and outreach, complaint investigation, representation at hearings, and consultation with BHD professionals and facilities.

The purpose of this Request for Qualifications (RFQ) is to establish a Qualified List (hereinafter referred to as “QL”) of experienced Respondents who can provide PRA services on an as-needed basis. The County intends to name approximately four (4) or more successful Respondents to the resulting QL, which shall remain valid for a period three (3) years from the date of award.

The County makes no specific guarantee of a minimum or maximum amount of services which shall be requested of any successful Respondents named to the resulting QL. The County will assign work by either selecting a Respondent from the QL and negotiating a contract with that firm or soliciting informal submittals from at least two (2) of the Respondents from the QL for specific tasks and will negotiate a contract with the selected Respondent based on the experience and expertise required for the work, Respondent’s current workload, ability to respond, or other relevant criteria. This RFQ includes a description of the scope of work, submittal requirements, and instructions for submitting a SOQ.

The County of El Dorado 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.

The following schedule for this RFQ process is listed below for reference purposes and is subject to change:

RFQ Issuance	November 10, 2025
Deadline for Final Questions	November 20, 2025
Answers Posted on or About	November 24, 2025
Due Date for Submissions	December 12, 2025

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

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

Any amendment to this RFQ 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 RFQ are invalid.

All interpretations or corrections, as well as any additional RFQ 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 Respondent's responsibility to ensure they have received all addendums before submitting their submittal. Any addendum issued by the County shall become part of the RFQ and shall be incorporated into the submittal.

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

2.0 SCOPE OF WORK

Any reference in this RFQ to specific terms of the agreement are for illustrative purposes only and shall not limit the scope of the obligations to be assumed by the successful Respondent under the agreement. In the event of any conflict between a provision of this RFQ and the provisions of the agreement attached as Attachment A, the terms of the agreement shall govern.

The successful Respondents named to the resulting QL will provide as-needed PRA services throughout the County, and perform the following services at a minimum:

General

The successful Respondent(s) shall be expected to perform Certification Review Hearings and Riese Capacity Hearings at inpatient psychiatric hospital facilities located in the County. Currently, these hearings are conducted at the County-owned Psychiatric Health Facility (PHF) currently located at 935B Spring Street in Placerville. The successful Respondent shall also be expected to perform PRA and education services.

All services shall be provided in accordance with the following provisions:

A. PATIENTS' RIGHTS

1. As soon after the notice of certification is issued as practicable, the successful Respondent shall meet with the with Client certified to discuss the commitment process and to assist the Client in preparing for the certification review hearing, and answer questions or otherwise assist the Client as appropriate in accordance with [WIC Section 5255](#).
2. The successful Respondent shall address mental health issues and investigate complaints from the perspective of recipients of mental health services within the County's jurisdiction.
3. The successful Respondent shall undertake community, professional, and consumer education to ensure awareness of Patients' rights issues and work to reduce the stigma associated with BHD treatment.
4. The successful Respondent shall further ensure compliance by all affected entities with California Code of Regulations (CCR)
 - [9 CCR Section 862](#)
 - [9 CCR Section 863](#)
 - [9 CCR Section 863.1](#)
 - [9 CCR Section 863.2](#)
 - [9 CCR Section 864](#)

and California Welfare and Institutions Code (WIC).

- [WIC Section 5325\(h\)](#), [WIC § 5325](#)
- [WIC Section 5600.2\(a\)\(6\)](#), [WIC Section 5370.2](#) & [WIC Section 5521](#)

In furtherance of this duty, the successful Respondent shall:

1. Receive, investigate, and report upon complaints regarding abuse of Patients' rights.
2. Receive and review quarterly reports on denials of rights to inpatients and use of Electro-Convulsive Treatment (ECT), and ensure facilities are consequently reporting to HHSA's BHD Director and reports are forwarded by the Mental Health Plan to the Patients' Rights Specialist of the California Department of Healthcare Services (DHCS).
3. Conduct a review of compliance with Patients' rights legislation by County's Mental Health program and by BHD care facilities located within County.
4. Coordinate with the Patients' Rights Specialist of DHCS, the local office of the Ombudsman, and the HHSA BHD Director.

5. Consult with BHD health providers regarding specific questions concerning implementation of Patients' rights legislation.
6. Advise Clients on [WIC Section 5150](#), [5250](#), and [5270](#) holds of their rights and especially the right to request a writ of habeas corpus in accordance with [WIC Section 5275](#), [WIC Section 5254.1](#) & [5276](#).
7. Maintain adequate program records which shall include at a minimum, records of service to Patients, records of all contacts, interviews, and meeting notes. Said records shall be maintained in sufficient detail to make possible an evaluation of the services provided. Maintain statistical records germane to services provided.
8. Be responsible for verifying that all legal services for which invoices are submitted by the hearing office were in fact provided. The successful Respondent must conduct this verification on a monthly basis and complete it within three (3) business days following the successful Respondent's receipt of invoice.
9. Submit Summaries of Concerns to HHSA BHD, not more frequently than monthly, as requested by County.

B. CERTIFICATION HEARINGS

1. The successful Respondent shall, upon Patients' request, perform the following duties related to Certification Review Hearings:
 - a. Attend all Certification Review Hearings.
 - b. Consult with the Client to determine his/her wishes in regard to any issues pertinent to the hearing process according to [WIC 5325](#) and [9 CCR Section 862](#).

2. Hearing Schedule

The successful Respondent shall ensure the following:

- a. Maintain direct contact with inpatient PHF staff to schedule Certification Hearings in compliance with legal timeframes and ensure PRA's attendance.
- b. Maintain a log of all hearings scheduled, conducted, and their outcomes.

C. RIESE CAPACITY HEARINGS

1. The successful Respondent shall, upon Patients' request, perform the following duties related to Riese Capacity Hearings (Riese v. St. Mary's Hospital [1987] 196 Cal. Appd: 3rd 1388):
 - a. Attend all Riese Capacity Hearings.
 - b. Consult with the Client to determine his/her wishes regarding medication(s) and any other issues pertinent to the hearing process.
 - c. Assist the Client in the Riese Capacity Hearing to assure that issues of importance to the determination of informed consent are fully explored, including, when necessary, the calling of facility employees who have knowledge of, or participate in the medication decision.
 - d. Inform the BHD Client of their right to appeal the decision of lack of capacity and, when necessary, assist the behavioral health Client to complete that request.
2. Hearing Schedule
 - a. The successful Respondent shall maintain direct contact with inpatient PHF staff to schedule Riese Capacity Hearings in compliance with legal timeframes and ensure PRA attendance.
 - b. The successful Respondent shall maintain a log of all hearings scheduled, conducted, and their outcomes.

D. INTERDISCIPLINARY COLLABORATION AND CLIENT SUPPORT

1. The successful Respondent shall perform the following duties related to Multi-Disciplinary Team (MDT) meetings:
 - a. Attend and participate in MDT meetings as needed to advocate for the rights and interests of the behavioral health Client. Collaborate with behavioral health professionals, social workers, and other team members to develop and implement plans that respect the behavioral health Client's rights and address their needs.
 - b. Provide advocacy input in MDT meetings to facilitate behavioral health Client-centered decisions and, where appropriate, assist in coordinating services to support the behavioral health Clients' mental health and recovery goals.

E. GRIEVANCE AND PROBLEM RESOLUTION

1. The successful Respondent shall perform the following duties related to grievance and problem resolution:
 - a. Grievance
 - i. Receive and manage all grievances and complaints regarding BHD Clients' rights violations, investigating each claim thoroughly and in compliance with CCR Title 9, Division 1, Chapter 4, Article 6 (Specifically [9 CA ADC Section 862](#), [9 CCR Section 863](#), [9 CCR Section 863.1](#), [9 CCR Section 863.2](#), [9 CCR Section 864](#) and WIC Code Section [5325\(h\)](#), [Sections 5325 & Section 5600.2\(a\)\(6\)](#), [Sections 5370.2 & 5521](#)) ensuring resolution within thirty (30) days.
 - b. Problem Resolution
 - i. The successful Respondent shall communicate and coordinate with relevant parties within the organization to resolve grievances effectively and within thirty (30) calendar days and provide regular updates to BHD Clients on the progress and outcomes of their complaints.
 - ii. The successful Respondent shall support and facilitate the Medi-Cal Client problem resolution process in accordance with El Dorado County Behavioral Health (EDCBH) Policy and Procedure No. M-164 found at <https://www.eldoradocounty.ca.gov/Health-Well-Being/Health-and-Human-Services/HHSA-Contractor-Resources>.
 - iii. In instances where a situation arises that raises questions about impartiality or fairness, a determination must be made as to whether the resolution is appropriate. To ensure objectivity and uphold the integrity of the advocacy process, a qualified and impartial individual, with no direct involvement in the matter, shall be assigned to review the situation and make a fair and independent judgment regarding the acceptability of the proposed resolution.
 - iv. The successful Respondent shall collaborate with BHD staff to ensure timely documentation and reporting of all problem resolution activities.

F. PATIENTS' RIGHTS EDUCATION

1. The successful Respondent shall perform the following duties related to Patients' rights education:
 - a. Distribute and monitor posting of posters and booklets describing the rights of Patients, identifying the PRA, and providing the telephone number and address of the designated PRA, within each facility serving behavioral health Clients of HHSA BHD in accordance with [CCR 9 Section 862 \(a\)](#).
 - b. As resources permit, provide training to public and private BHD care providers regarding the implementation of Patients' rights legislation.
 - c. Conduct educational workshops for BHD Clients and their families to inform them about their rights, covering issues like involuntary holds, medication administration, and appeals against restrictive measures.
 - d. Deliver training sessions to BHD providers, facility staff, and multidisciplinary teams, ensuring they are informed about Patients' rights, legal requirements, and best practices.
 - e. Conduct outreach activities aimed at increasing awareness of Patients' rights and the role of the PRA. Inform the public and healthcare providers about available resources and supports to empower behavioral health Clients and their families.

G. AUDITS, COMPLIANCE, AND MONITORING

1. The successful Respondent shall perform the following duties related to audits, compliance, and monitoring:
 - a. Conduct regular visits to all Medi-Cal certified facilities providing behavioral health treatment within County to ensure that Patients' rights are consistently upheld.
 - b. Monitor facilities for compliance with applicable rights laws and report any observed non-compliance or potential rights violations to BHD.

H. COMPLIANCE WITH LEGAL AND ETHICAL STANDARDS

1. The successful Respondent shall perform the following regarding legal compliance and ethical standards:

- a. Provide services in full compliance with California law, including [WIC Sections 5520-5550](#) and [CCR Title 9 Chapter 4, Division 1, Article 6 Section 863.1](#).
- b. Ensure that all practices are informed by current legislation, best practices, and professional ethics.
- c. Maintain strict adherence to confidentiality requirements under the Health Insurance Portability and Accountability Act (HIPAA) and other relevant regulations, particularly when handling sensitive Client information.
- d. Implement quality improvement measures to ensure advocacy practices meet or exceed professional and ethical standards.
- e. Regularly seek behavioral health Client feedback and use it to improve service delivery.

I. REPORTING, ACCOUNTABILITY AND PERFORMANCE MEASURES

- 1. The successful Respondent shall comply with the following Reporting, Accountability and Performance Measures:
 - a. Monthly and Quarterly Report requirements:
 - i. Submit reports on a quarterly basis in accordance with California Advancing and Innovating Medi-Cal (CalAIM) Section 1915(b) Waiver, Special Terms and Conditions (STC) A(13) & A(14), Behavioral Health Information Notice [\(BHIN\) 23-062](#) no later than ten (10) days after the end of each quarter.
 - ii. Submit monthly Grievance and Appeal information, including all required supporting documentation, in accordance with DHCS Network Adequacy standards as outlined in BHIN 24-020 or any BHIN which supersedes it at intervals required by DHCS or dictated by Corrective Actions issued by DHCS regarding Grievances and Appeals.
 - iii. Submit reports as requested by County detailing service delivery, case activities, grievance outcomes, and other data points ensuring transparency in the successful Respondent's advocacy efforts.
 - iv. The successful Respondent shall use reporting format provided by and/or approved by BHD.

b. Annual Summary Report:

- i. Provide a comprehensive annual report, including services rendered, grievances resolved, training sessions delivered, MDT meeting participation, and recommendations for systemic improvements.
- ii. The successful Respondent shall maintain precise records of all grievances, complaints, and resolutions, documenting each step in the grievance process.
- iii. The successful Respondent shall ensure that all records are accessible, up-to-date, and accurate to meet audit and accountability standards.

J. TRAINING REQUIREMENTS

Successful Respondent(s) shall ensure that all successful Respondent's staff receive ongoing training in Patients' rights, confidentiality, California behavioral health law, and cultural competence.

K. HOURS OF AVAILABILITY

Successful Respondent(s) must ensure availability and flexible methods for Client interaction to effectively address Clients' rights issues, especially in urgent and critical settings and shall do the following:

1. Provide services during standard hours of operation which are Monday through Friday, from 8:00 a.m. to 5:00 p.m., Pacific Time, during which BHD Clients and facilities can access advocacy services via various methods outlined below.
2. Ensure on-call or after-hours availability for urgent advocacy needs, particularly in settings such as the Emergency Department, jail, or during stacked/serial 5150 or 5250 hearings.
3. Provide BHD Clients and facility staff with contact protocols for accessing support during non-standard hours.

L. METHODS OF CLIENT INTERACTION

1. The successful Respondent shall maintain the following methods of Client interaction:
 - a. Conduct in-person meetings with BHD Clients and stakeholders in a variety of settings, including at a minimum:

- i. Emergency Department – For Clients in crisis or facing stacked/serial 5150 holds.
 - ii. PHF – Provide direct support and advocacy for Clients on involuntary 5250, 5270 holds during Certification Review Hearings.
 - iii. BHD Clinics or Residential Facilities – Provide regular, in-person visits and monitor Client rights within these environments.
- b. Phone and Video Conferencing:
 - i. Offer telephonic and video conference meetings as alternative options, especially for BHD Clients or stakeholders unable to meet in person due to logistical or health restrictions.
 - ii. Coordinate phone or video support for scheduled and emergency hearings, MDT meetings, grievance resolutions, and other case management needs.
- c. Email and Written Communication:
 - i. Utilize email and secure messaging systems to communicate with BHD Clients, families, and staff regarding non-urgent matters, updates, and follow-up on grievances or rights concerns.
 - ii. Respond to emailed grievances or Client inquiries within standard response times to ensure consistent, timely communication.

M. RESPONSE TIMES

1. The successful Respondent shall respond to urgent Client needs within one (1) hour and initiate appropriate follow-up actions within twenty-four (24) hours.
2. The successful Respondent shall establish protocols for addressing urgent matters in high-need settings, with clear escalation pathways if additional support is needed.

3.0 SUBMITTAL FORMAT REQUIREMENTS

Each response to this RFQ 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 RFQ. Excessive information will not be considered favorably. The response documents shall be 8-1/2 inches by 11 inches in size or shall be folded to that size. Unnecessarily elaborate responses, enclosures, and specialized binding are not desired, and may be construed as an indication of Respondent's lack of cost consciousness.

DO NOT INCLUDE FEE INFORMATION WITH YOUR SUBMITTAL. Detailed cost information is not being requested at this time. The evaluation of this RFQ will be based on qualifications and fees will be negotiated with the top-ranked Respondent(s).

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

3.1 RFQ Response Information and Certification: Submit a completed and signed RFQ Response Information and Certification form (included with this RFQ as **Attachment B**).

3.2 Staff and Team Qualifications and Experience: A Response Document (Staff and Team Qualifications and Experience – **Attachment C**) has been provided to assist Respondents in providing:

- The name of each proposed team member, and their qualifications and experience with public or government projects of similar type and size as described in this RFQ, including the length of service with the firm.
- The specific qualifications and experience that will make each proposed team member valuable to the County's desired services. Please include experience with the following: Certification Review Hearings and Riese Capacity Hearings, mental health issues and investigative complaints, community, professional, and consumer education, familiarity with California Codes of Regulations and California Welfare and Institutions Code, grievance and problem resolution, Patient's rights education, audits, compliance, and monitoring, compliance with legal and ethical standards, reporting, accountability and performance measures, as well as other items addressed in Section 2.0 Scope of Work of the RFQ.
- Each team member's current project commitments made to other agencies and the percentage of time they are available during the effective period of the resulting QL.
- An organizational chart of the proposed team to be assigned to the County and include resumes for each team member as an attachment to your submittal.

- All subcontractors to be used, including the firm name, area of expertise, the names of individual staff assigned to the team, and their role on the team.

3.3 Experience of Firm: A Response Document (Experience of Firm – **Attachment D**) has been provided to assist Respondents in providing:

- A narrative of the firm's qualifying background and experience with public or government projects of similar type and size as described in this RFQ.
- The firm's experience in advocating for the rights of recipients of mental health services within the County's jurisdiction including knowledge of applicable federal and state laws, regulations, and procedures [experience with California local governments and familiarity with the Lanterman-Petris-Short (LPS) Act is desirable].
- Whether your firm and all proposed subcontractors possesses all licenses, permits and approvals required by law and regulations to perform the scope of work described herein.
- The firm's location(s) and subcontractors' company location(s) where services shall be performed under the resulting Agreement.
- Any particular aspects of your organization that sets your team apart from the competition.

3.4 Project Management and Approach: A Response Document (Project Management and Approach – **Attachment E**) has been provided to assist Respondents in providing:

- Respondent's proposed approach and management plan for providing the services described herein. Describe the Respondent's familiarity with local conditions and challenges, and the Respondent's understanding of and experience with applicable state and local codes and requirements that may pertain to work conducted under the scope of services.
- How the Respondent will organize the team members, using the talents available to effectively assist the County.
- Respondent's approach for completing the services for the project(s) on time and the strategies they use for staying within budget.
- A narrative of firm's staffing size, current firm workload, and with consideration of the firm's current projects, confirm the firm's ability to perform the work as described herein.
- Other information that the Respondent may deem relevant.

3.5 Experience in Patient Rights Advocacy, LPS Act, and Behavioral Health law: A Response Document (Experience in Patient Rights Advocacy, LPS Act, and Behavioral Health Law – **Attachment F**) has been provided to assist Respondents in providing:

- The Respondent's understanding of the project and the Respondent's understanding of and experience with applicable state, federal and local codes and requirements that may pertain to work conducted under the scope of services.
- The firm's significant experience in Patients' rights advocacy, legal representation, or behavioral health law, with specific expertise in [WIC 5000 et seq](#) and the LPS Act.

3.6 References: A Response Document (References – **Attachment G**) has been provided to assist Respondents in providing at least three (3) references of related projects, including client's name, contact person's first and last name with current email address and direct phone number along with a brief description of the project (including project name, completion date, and cost). Respondent is responsible for ensuring that all reference information is current and accurate especially that of the contacts and contact information prior to submitting a response.

3.7 Exceptions: List all exceptions to this RFQ and related attachments, if applicable.

4.0 RESPONDENT QUESTIONS

4.1 Questions regarding this RFQ must be submitted in writing by email or U.S. mail to the Procurement and Contracts Office, or using the PlanetBids website, and must be received no later than 5:00:00 p.m. (Pacific) on **November 20, 2025**.

4.2 All emails must have "**RFQ #2025-0155 – QUESTION**" as their subject, and all envelopes or containers must be clearly marked "**RFQ #2025-0155 – QUESTION**" for convenience purposes. Emails, envelopes, and/or containers not clearly labeled may be overlooked and not responded to.

4.3 Questions will not be accepted by telephone, facsimile (fax), or orally.

4.4 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.

4.5 A summary of the questions submitted, including responses deemed relevant and appropriate by County, will be posted to the PlanetBids website on or about **November 24, 2025**. Any addenda to this RFQ are valid only if in writing and issued by the County Procurement and Contracts Division.

4.6 All inquiries shall be submitted by email to: annika.andersson@edcgov.us

or by U.S. Mail to:

County of El Dorado
Procurement and Contracts
Attn: Annika Andersson
330 Fair Lane
Placerville, California 95667
RFQ #2025-0155 – Question

- 4.7** Respondents are cautioned that they are not to rely upon any oral statements that they may have obtained. Respondents shall direct all inquiries to the contact above and shall not contact the requesting department directly regarding any matter related to this RFQ. Information provided by persons other than Procurement and Contracts staff may be invalid and responses which are submitted in accordance with such information may be declared non-responsive.

5.0 SUBMITTAL INSTRUCTIONS

- 5.1** Respondents 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>. Respondents 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 Respondent. 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 Respondents 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 Respondent 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://home.planetbids.com/support/> to complete and submit the ticket form).
- 5.2** Respondents 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. Respondents shall submit one (1) original copy and one (1) electronic copy of your submittal in PDF format on a flash/USB drive. All

hard-copy submittals shall be submitted in a sealed envelope or container and clearly marked with the RFQ number, title, and closing date and time noted on the outside of the parcel.

- 5.3** It is the sole responsibility of the Respondent to ensure that the submittal is received in the Procurement & Contracts Division prior to the RFQ submittal deadline. All responses must be submitted not later than the date and time posted on PlanetBids. Hard-copy responses shall be submitted ONLY to:

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

- 5.4** The County shall not be responsible for submittals delivered to a person or location other than specified herein. Submittals submitted to a location other than the above will not be considered duly delivered or timely. The County shall not be responsible for rerouting submittals delivered to a person or location other than that specified above.
- 5.5** Faxed or emailed submittals will not be accepted.
- 5.6** Late submittals will not be accepted or considered.
- 5.7** All submittals, whether selected or rejected, shall become the property of the County and shall not be returned.
- 5.8** The County reserves the right to waive minor defects and/or irregularities in submittals and shall be the sole judge of the materiality of any such defect or irregularity.
- 5.9** All costs associated with submittal preparation and submission, including any interviews conducted at the sole discretion of the County, shall be borne by the Respondent.
- 5.10** County staff will open submittals following the submittal deadline. The only information that will be made available to the public after the submittal deadline has passed will be the names of the Respondents that submitted submittals. The contents of all submittals, or any other medium which discloses any aspect of the submittal, shall be held in strictest confidence until the County releases a Notice of Award or Notice of Intent to Award.
- 5.11** 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 Respondent. 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.

6.0 EVALUATION PROCESS

All submittals will be evaluated initially to determine if they are responsive to the requirements of this RFQ. An evaluation panel, consisting of County staff and members selected by County staff, will review and evaluate all responsive submittals received by the submittal date as set forth in this RFQ, or as amended by addenda, and the submittals will be evaluated based on the thoroughness, clarity, and quality of the material presented. The County reserves the right to request additional information and clarification of any information submitted and to allow corrections of errors or omissions.

Respondents who have the qualifications (expertise and skills) and experience (documented, successful, and relevant) necessary to meet the requirements of this RFQ will be scored and ranked using the criteria and point assignments listed below.

	Evaluation Criteria – Written Submittals	Maximum Possible Points
A.	Staff and Team Qualifications and Experience (Section 3.2)	25
B.	Experience of the Firm (Section 3.3)	25
C.	Project Management and Approach (Section 3.4)	20
D.	Experience in Patient Rights Advocacy, LPS Act, and Behavioral Health law (Section 3.5)	20
E.	References (Section 3.6)	10
	TOTAL POSSIBLE POINTS	100

7.0 SELECTION PROCEDURE

7.1 Submittals will be reviewed for responsiveness. A selection committee will then evaluate responsive submittals in accordance with the criteria specified in Section 6.0 above. The County reserves the right to select the most qualified firm solely on the content of the submittal. If the County chooses to conduct interviews, the Respondent's Primary Contact identified in the Respondent's Cover Letter shall represent the Respondent at the interview at a minimum. After evaluation of the interviews, the Committee will recommend the firm(s) with the highest overall value, based on evaluation ranking, for approval by the County Purchasing Agent or Board of Supervisors.

- 7.2** The County reserves the right to make an award without further discussion of the submittal with the Respondent. Therefore, the submittal should be submitted initially on the most favorable terms that the firm or individual may propose.
- 7.3** The County reserves the right to award one or more contracts to the firms or individuals who, in the sole judgment of the County, present the most favorable response to this RFQ pursuant to the evaluation criteria indicated above.
- 7.4** The County reserves the right to reject any and all submittals, or to waive minor irregularities in said submittals, or to negotiate minor deviations with the successful firm. The County shall be the sole judge of the materiality of any such defect or irregularity.
- 7.5** The Procurement and Contracts Division does not mail out hard copy letters advising participating Respondents of RFQ results. For RFQ results, please visit the PlanetBids website at:

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

RFQ results are also available at:

<https://www.edcgov.us/Government/Contracts/Pages/Bid-Results.aspx>

- 7.6** The results of this RFQ will be posted on the PlanetBids and County websites listed in Section 7.5 above at the earliest possible opportunity in accordance with County policy. The timeline for posting RFQ results may vary depending on the nature and complexity of the RFQ.
- 7.7** Response and selection of a submittal will not necessarily result in the award of a contract with the County. The act of opening a submittal and selecting a Respondent 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.
- 7.8** Once contract negotiations are initiated, the County reserves the right to select the next ranked Respondent if for any reason a contract cannot be negotiated with the selected Respondent.

8.0 EL DORADO COUNTY WEBSITE REQUIREMENTS

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

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

Failure of Respondent to obtain this information shall not relieve him/her of the requirements contained therein. Those Respondents not acknowledging and returning Addenda as required will not be considered and will be rejected as "non-responsive."

9.0 REJECTION OF SUBMITTALS

Respondents interested in being considered must submit a submittal in compliance with this RFQ. Failure to meet the minimum requirements of the RFQ shall be cause for rejection of the submittal. The County reserves the right to reject any or all submittals.

The County may reject a submittal if it is conditional, incomplete, contains irregularities, or reflects inordinately high-cost rates.

10.0 VALID OFFER

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

11.0 COUNTY'S RIGHTS

The County reserves the right to:

1. Request clarification of any submitted information.
2. Waive any irregularity or immaterial deviation in any submittal.
3. Not enter into any agreement.
4. Not select any Respondent.
5. Cancel this process at any time.
6. Amend this process at any time.
7. Interview Respondents prior to award.

8. To request additional information during an interview.

Waiver of an immaterial deviation shall in no way modify the RFQ documents or excuse the Respondent from full compliance with the contract requirements if the Respondent is awarded the contract.

12.0 CONFLICT OF INTEREST

Respondents 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 the resulting agreement, nor that any such person will be employed in the performance of such agreement without immediate divulgence of such fact to the County. Submittals shall contain a statement to the effect that the Respondent is not currently committed to another project that would constitute a conflicting interest with the project defined in this RFQ.

13.0 PUBLIC RECORDS ACT

Pursuant to the California Public Records Act, the County may be required to produce records of this transaction, upon third party request, subject to various statutory exemptions. Please indicate what exemptions may apply to the information you submit (such as a 'proprietary information' exemption – refer to Section 3 for submittal instructions).

In the event of a request for such information, the County will make best efforts to provide notice to Respondent prior to such disclosure. If Respondent contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief or other appropriate remedy from a court of law in El Dorado County before the County's deadline for responding to the CPRA request. If Respondent fails to obtain such remedy within County's deadline for responding to the CPRA request, County may disclose the requested information. The County shall not in any way be liable or responsible for the disclosure of any such records.

Respondent further agrees that it shall defend, indemnify and hold County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial by County of a CPRA request for information arising from any representation, or any action (or inaction), by the Respondent.

14.0 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 submittal. Selected Respondents may be required to possess a County business license to award contract.

15.0 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 RFQ 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.