

TBS CRISIS IN-HOME RFP QUESTIONS & ANSWERS

The following are answers to questions that were posed by prospective applicants:

- 1. Program Name and RFP Number: Can you please confirm the name of the programs and RFP number? On page 2 of the proposal the program name for In Home is listed differently than the rest of the proposal (It states “.....Crisis Response In-Home Crisis Stabilization Program”).**

The official name for this RFP is Therapeutic Behavioral Services Program and Crisis Response In-Home Stabilization Program.

The RFP Number is 2016-04

- 2. Tabbing: Can you clarify how the label of the divider tab should read: for example, should it just say “TAB 1” or should the label instead state the section name “Qualifications and Experience” or should it say instead “TAB 1-Qualifications and Experience”?**

The RFP requires that you separate each section using a divider Tab, that is labeled with the section header, for example:

- Tab 1 – Qualifications and Experience
- Tab 2 – Philosophy and Service Model
- Tab 3 – Customer Service
- And so on....

- 3. Formatting: What is the County’s preference for Font/Font Size?**

Please use Arial or New Times Roman 12 point, 1.5 line spacing

- 4. Page Limits: Are there any specific page limits for the submitted proposal?**

There are no specified page limits. However, we ask that you keep your proposal smaller rather than larger.

- 5. Binders vs Binder Clips: does the county have a preference on how the proposal should be assembled? Are binders allowed or would you prefer just a binder clip?**

We ask that the submitted proposals be secured in some fashion. It is up to you to how to accomplish that. The use Binders or Binder Clips are both acceptable ways to secure a proposal.

6. **General Instructions: on page 25/26 it lists the submission requirements. Could you clarify what the difference is between #1 “One (1) signed original proposal” and #4 “One (1) original signature page or faxed representation”? Is this just confirming that the Cover letter with the original signature is included in the original proposal?**

The “Signature Page “is the cover letter from your CEO. It should be signed by the person that has the authority, from your governing board or entity, to submit proposals (in most cases that is the CEO). The signed cover page qualifies your submission as a “signed proposal”. However, you must also include a letter from your governing body/entity that gives authorization for the person that is signing.

7. **Cover Letter: the cover letter requirements state “all proposals must be signed with a firm/company/partnership/entity name and by a responsible officer or employee indicating that officer or employee’s authorization to commit the proposer to the terms of the proposal”. Must we also include a letter from our governing body/entity that gives authorization for the person signing. If yes, would a general statement/resolution from the Board stating that person as authorization to conduct business on behalf of the agency sufficient, or does the authorization letter/resolution have to be specific to this RFP?**

Yes, if the general resolution specifically states that the authorization to “conduct business” includes RFP submissions. There must be a term to the resolution that covers the fiscal year in which this RFP was released, or state that it is an ongoing authorization with no end date.

8. **Attachment I: Is Attachment I “Assurance of Compliance with Section 504...” just an example in the proposal and not required to be submitted with the proposal?**

Correct, Attachment I does not need to be included with the proposal.

9. **Could you confirm that, if we are applying for both programs, a single proposal and budget which is inclusive of both programs is sufficient (as opposed to two separate proposals).**

You can submit one proposal that covers both programs. However, a separate and distinct budget should be submitted for each program.

10. **Could you confirm that there is not a stand-alone budget template, or provide one if there is?**

There is no stand-alone budget template.

11. **Could you clarify how many budget years you would like for us to include in the proposal?**

Please include at least a one year budget.

12. What is the minimum age for the TBS Clients being served?

There is no minimal age, however a majority of clients will be TAY or adolescents, as the primary referral source is from probation.

13. Are staffing patterns, as reflected in the RFP, mandated or can proposer suggests different staffing in their proposal?

Staffing patterns in the RFP are what we feel best support the client population, but we are open to hearing any new thoughts, with support outlined in the proposal/budget.

14. What is the number of TBS Clients served?

We estimate 81 unduplicated clients will be served in FY 2017-18

15. Please clarify staffing qualifications: Does staff need to be licensed in order to serve clients?

As specified in the RFP, Bachelor and Above for TBS services. Any unlicensed staff must be supervised by a licensed therapist. For Intensive In-Home, staff must be licensed or waived.

16. Can you advise as to which part of the County a majority of the clients will need to be served?

Clients can be expected from ALL parts of San Mateo County.

17. Are there any additional language capacity that proposer's must have?

We would like the proposer to have capacity to handle ALL of the threshold languages for San Mateo County, but Spanish is a must.

18. Can Travel Time be billed and if so, how?

Yes, for a billable service by documenting in the progress notes.

19. Must the proposer offer 24 Hour, 7 Days a week Crisis Response for these services?

Not for intake, however please demonstrate how you will address crises as they come up for any on-going cases.

20. Will San Mateo County be adding additional funding to the TBS portion of the contract for Continued Care Reform?

Not at this time, but there will be utilization review and the number of cases will be monitored, on a continuous bases to determine the need for a possible increase in funding.

21. How does San Mateo County define “short-term” TBS Services?

Please see page 6, item I.1.a

22. Please describe the referral process for TBS? What is the process for referrals to be approved or authorized?

Referrals will come directly from BHRS. Please see page 7, item 2, which describes the eligibility criteria for clients.

23. Is the number of clients served year-to-date through TBS (81 unduplicated) on par with prior year numbers? How do actuals compare with state requirements?

Yes, we believe this number is on par with prior year numbers and state requirements.

24. For the In-Home Stabilization Services, is there an on-call 24/7 expectation in addition to the described delivery of services on weekdays (page 16, item c.ii)?

See Answer to Question #19

25. On average, what percentage of clients access both TBS and In-Home Stabilization Services? Is BHRS interested in increased coordination between these two services?

There are a number of clients receiving both TBS and In-Home Stabilization Services and we expect that the proposals will demonstrate coordination between the two services.

26. How much contract funding for In-Home Stabilization Services typically is approved for flex funding?

This will be discussed during negotiation of the contract.

27. What is the average length of stay for In-Home Stabilization Services? What percentage of cases are extended beyond 8-12 weeks

It is not un-common for In-Home Stabilization Services to be 6 months and beyond

28. Are contract dollars available to support the costs of convening two annual meetings and one general public forum (page 13, item 10.a)? What are the costs associated with these meetings and who is the intended audience for the annual meeting?

These costs are included as part of the overall contract. One annual meeting will be for BHRS staff and Probation. The Second annual meeting will be for the general public and designees of local authorities.