

## **LGBTQ BEHAVIORAL HEALTH COORDINATED SERVICES CENTER RFP QUESTIONS & ANSWERS**

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

- 1. RFP page 8, in the description of Phase 1, states that the contractor will be expected to identify and secure a location “in the central part of the county.” Does the County have specific expectations about what qualifies as “in the central part of the county?”**

From Millbrae to Redwood City. Ideally, locations would be transportation friendly.

- 2. Because the RFP states that Phase 1 means identifying and securing a location for the services center, we infer that the County does not expect bidders to propose a location or to have identified specific facilities. Will the County award preference or higher evaluation points to a bidder that can offer a specific facility? If so, does such a bidder need to demonstrate site control?**

While it is not required, it is encouraged to have an identified site that is centrally located. Additional consideration will be given to the proposer who has demonstrated site control.

- 3. RFP page 8, in the description of expected outcomes, states “5,000 meaningful outreach encounters.” What does the County consider “meaningful” and how will these encounters need to be substantiated/documentated?**

Meaningful encounters entail actual conversation and/or presentations with community members providing information about services, etc. (more than just handing out a flyer, for example). Documentation follows the MHSa guidelines and includes the collection of demographics and details about the encounter.

BHRS will work with the awardee to follow-up with the definition of “meaningful” outcomes as defined by MHSa guidelines.

- 4. RFP page 8, in the description of expected outcomes, states “400 behavioral health referrals.” Does this mean the contractor should expect 400 people per year to be referred to the Services Center, or that the contractor should expect to refer 400 people per year to other services and supports within the community?**

400 unduplicated individuals per year referred to other services and supports within the community.

5. **RFP page 8, in the description of expected outcomes, states “80 individuals receiving behavioral health treatment services.” Does that mean that of the 400 behavioral health referrals, there should be 80 documented linkages? Or that the Center should provide direct behavioral health services to 80 individuals?**

80 unduplicated individuals should receive direct behavioral health services from the Center per year.

6. **RFP page 16, 5.c. states “... and maintain their commitment to the program’s success, especially across sectors?” Please clarify what “across sectors” refers to.**

This refers to client engagement and input across all components and activities of the Center. Across sectors means working with various providers, such as, schools, law enforcement, housing, etc.

7. **Page 6 of the RFP, Section 2 (SoS) states that “*The LGBTQ center will be operated through a collaboration of multiple agencies that have demonstrated knowledge and expertise serving these populations and can provide a broad range of services (such as SMI/SED treatment, counseling and crisis intervention, case management, vocational and peer support services) to LGBTQ communities within the county.*” But the first paragraph of page 9 states: “*If your proposal has a different approach, i.e. collaboration with other agencies, please detail the specifics in your proposal.*” Is the provider expected/required to submit a proposal that collaborates with other agencies (i.e.: contracted services or partnerships), or can a provider propose to execute the full scope of services themselves?**

Page 9 refers specifically to the recommended staffing for the Center. If your proposal has a different approach (for the staffing model), such as collaboration with other agencies, please detail the specifics.

8. **On page 6 of the RFP, Section 2.a, the first paragraph states: “*The Center will serve as the financial administrator of the PRIDE Initiative.*” What exactly does being the “financial administrator” of the PRIDE Initiative entail? What are the specific responsibilities of the “financial administrator”?**

The Center has the fiduciary responsibilities. The Center administers funds (receives donations, pays invoices, provides financial reports) of the PRIDE Initiative specifically related to the annual PRIDE Day celebration.

9. **RFP page 19, Section V – Proposal Submission Requirements, does not specify: Page limits, font size, page margins, or line spacing.**

**This will result in a very wide range of proposal lengths and formats and make it difficult for readers to make a comparable evaluation. Did the county intend to leave these formatting options undefined?**

Maximum 35 pages, 12 point font size, single space, not including attachments. The narrative should be within 35 pages. The budget and staffing proposals can be included as attachments.

- 10. In the description of expected outcomes, states “5,000 meaningful outreach encounters.” Is the 5,000 annually or for 3 years?**

Meaningful outreach to 5,000 people per year.

- 11. Will the Center assist in coordinating the PRIDE activities as well as serve as the financial administrator?**

Yes, the Center will assist in coordinating the PRIDE activities and will work with the PRIDE initiative. There will be an overlap of duties, as you cannot really have one without partnering with the other.

- 12. When is the Contract start date, November 1 or November 16, 2016?**

It is November 16<sup>th</sup>, the day after the Board is scheduled to approve the contract.

- 13. Does BHRS consider having a lead agency and a subcontractor?**

BHRS does not encourage sub-contracting for this project. BHRS would like to see meaningful collaboration. In your proposal, state what you will do to build that relationship with other providers.

- 14. Regarding collaboration, sub-contractors, and fiscal sponsors, can there be a lead agency that can take on the fiscal responsibilities?**

Yes. There will be a lead agency. However, part of the collaboration should include building partnerships. Describe how this is going to look like, not just collaborating at an annual fiscal meeting.

- 15. What type of services is BHRS envisioning outside the County?**

If San Mateo County does not have the capabilities and resources, you can reach out to out-of-county agencies. An example will be collaboration with San Francisco Transgender Center that can provide services, such as legal and medical benefits to transgender individuals.

- 16. What are the expectations with working with the San Mateo LGBTQ Commissions?**

Initially, the Center will focus their work the San Mateo County PRIDE Initiative. But, gradually over the years, the Center will work with the LGBTQ Commissions. This should happen naturally.

**17. In the sequential phases. Does the social media have to be in Phase 3? Can it be together with the outreach on Phase 1?**

We understand that outreach can also happen online. However, it is important to have the space and conduct outreach to help people to understand what services will be provided.

**18. Mentorship efforts. What does BHRS particularly have in mind?**

Mentorship can be for the clients or can be for staff. For example, how will you mentor and increase the workforce in order to be responsive to the needs of the LGBTQ community?

**19. Is the Center for all ages? Is there a particular target population?**

No. BHRS is specifically looking for broad range of services. As an agency, you should know your expertise and what you should focus on. You can decide what you can do in terms of age range.

**20. Is there prospect for funding beyond 3 years?**

As part of your proposal, you will need to discuss how to sustain the Center when MHSAs funding has ended. You have to identify other resources that will aid in sustainability.

Additional funding for two years may be requested through MHSAs, if the project is successful, meaningful, etc. It will go through the appropriate MHSAs process.

**21. Can we bill Medi-Cal for eligible clients?**

Yes, you should include that in your proposal if that is something you are able to do because of the services you will be providing. However, we do not expect all services to be Medi-Cal reimbursable.

**22. Are services restricted to residents of San Mateo County?**

Yes, services are restricted to the residents of San Mateo County. That should be part of your demographic intake.

**23. If we have leveraged funding from other foundations or private donors, can we serve people from other Counties?**

I would focus more on serving the residents of San Mateo County at this point. You might encounter issues on who has priorities over the services if you serve non-County residents.

**24. Additional comments:**

Proposer must show strong vision and mission in your proposal. Show that you have done this work and are committed in addressing the disparities within the LGBTQ community as an organization.