



**SAN MATEO
COUNTY HEALTH**

REQUEST FOR PROPOSALS

Peer-led Outreach and Engagement for
Behavioral Health Technology Interventions
(Youth Services)

RFP Number 2018-009

San Mateo County Health

Re-Release Date: March 14, 2019

Responses must be Received
by 4:00 p.m. Pacific Standard Time
on **April 25, 2019**

REQUEST FOR PROPOSALS
FOR
PEER-LED OUTREACH AND ENGAGEMENT FOR
BEHAVIORAL HEALTH TECHNOLOGY INTERVENTIONS
(Youth Services)

Interested vendors must register online with the County at
<http://www.smchealth.org/bhrs/rfp>

Proposals are due by 4:00 p.m. Pacific Time on April 25, 2019

PROPOSALS MAY NOT BE ACCEPTED AFTER THIS DATE AND TIME

Note regarding the Public Records Act:

Government Code Sections 6250 *et seq.*, the California Public Records Act, defines a public record as any writing containing information relating to the conduct of the public business. The Public Records Act provides that public records shall be disclosed upon written request and that any citizen has a right to inspect any public record unless the document is exempted from disclosure.

Be advised that any contract that eventually arises from this Request For Proposals is a public record in its entirety. Also, all information submitted in response to this Request For Proposals is itself a public record **without exception**. Submission of any materials in response to this Request For Proposals constitutes a waiver by the submitting party of any claim that the information is protected from disclosure. By submitting materials, (1) you are consenting to release of such materials by the County if requested under the Public Records Act without further notice to you and (2) you agree to indemnify and hold harmless the County for release of such information.

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SECTION I – GENERAL INFORMATION

A. STATEMENT OF INTENT

As outlined in more detail in Section II, Scope of Work, this Request for Proposals (RFP) seeks peer-operated organizations and/or community-based organizations with peer-led programs to support the use of technology and web-based solutions to engage, educate and provide access to mental health services for individuals experiencing symptoms of mental illness and who struggle connecting with traditional in-person supports. Peers are individuals who have lived experience with behavioral health and are able to leverage their personal experience as a source of expertise when connecting with others who may be going through similar situations.

The target community for this project is transition-age youth (TAY) who may need pre-crisis supports. The intent is to reach those who may be struggling to connect with traditional in-person supports or may need additional supports. Interested organizations should have experience in providing culturally appropriate community-based programs, capacity building, support, and linkages to behavioral health services and other resources as needed. The organization will also collaborate with a Behavioral Health & Recovery Services (BHRS) Advisory Committee composed of behavioral health clients/consumers, family members, community members, and providers to help design and oversee the implementation and evaluation of the apps.

The target commencement date and term for the proposed services is July 1, 2019 through June 30, 2020, subject to negotiation of a final agreement.

B. BACKGROUND

These statements were developed out of a dialogue involving consumers, family members, community members, staff, and providers sharing their hopes with the Behavioral Health and Recovery Services Division. The members of the Behavioral Health and Recovery Services community agree to support the Vision, Mission, and Values, and to strive to demonstrate these concepts within our individual and collective responsibilities.

Vision

Individuals, families, and communities fulfill their promise and successfully pursue their dreams in a society where stigma and discrimination against those with mental illness and/or alcohol and drug addiction are remnants of the past.

Mission

Building opportunities for people with or at risk of alcohol and drug addiction and mental health challenges to achieve wellness and/or recovery through partnership, innovation, and excellence.

Values

- *Person and Family Centered*
We promote culturally responsive person-and-family centered recovery.
- *Potential*
We are inspired by the individuals and families we serve, their achievements and potential for wellness and recovery.
- *Power*
The people, families, and communities we serve and the members of our workforce guide the care we provide and shape policies and practices.
- *Partnerships*
We can achieve our mission and progress towards our vision only through mutual and respectful partnerships that enhance our capabilities and build our capacity.
- *Performance*
We use proven practices, opportunities, and technologies to prevent and/or reduce the impacts of mental illness and addiction and to promote the health of the individuals, families and communities we serve.

C. THE REQUEST FOR PROPOSAL PROCESS

This RFP seeks the submission of proposals to provide services from any and all interested and qualified proposers. The County of San Mateo seeks by way of this RFP to obtain the listed services in a manner that maximizes the quality of services while also maximizing value to the County and, by extension, the citizens of the County. Proposers must be able to show that they are capable of performing the services requested. Such evidence includes, but is not limited to, the respondent's demonstrated competency and experience in delivering services of a similar scope and type and local availability of the proposer's personnel and equipment resources.

SECTION II – SCOPE OF WORK

A. DESCRIPTION OF SERVICES

The Mental Health Services Act (MHSA) provides funding to counties for behavioral health services by imposing a 1% tax on personal income in excess of \$1 million. Activities funded by MHSA are grouped into components. The MHSA Innovation component is intended to develop new best practices in behavioral health services and supports by funding pilot projects that introduce new approaches to meeting mental health needs.

During San Mateo County's MHSA Three Year planning process and through a series of stakeholder meetings held in April and May 2018, stakeholders voiced a need for new approaches to connect and engage individuals who are struggling to connect with traditional in-person supports. Given that BHRS had prioritized technology innovations

in the FY 2014-17 planning process and reinstated this priority in the most recent FY 2017-20 planning process, San Mateo County opted to join a statewide County Behavioral Health Technology Collaborative to bring technology-based solutions that will increase individual's access to and regular engagement with behavioral health supports. By participating in the statewide collaborative, San Mateo County will be able to use already developed behavioral health applications and/or develop additional apps as needed to support users through features such as but not limited to, peer chat and online peer support, personalized wellness avatar support and wellness activities. Attachment C provides additional information about some of the proposed technology apps. There will be an opportunity for the selected contractors to provide feedback on how to enhance the apps' features for the project's specific target populations and make suggestions around new apps that could be developed to appropriately meet the target community's needs. Feedback will be prioritized by the advisory committee and communicated to the vendors to assess feasibility.

1. Target Community Served

The intent is to reach those who may be struggling to connect with traditional in-person supports or may need additional supports. Services are expected to focus on and be provided to:

- a. Transition-age youth who may need pre-crisis support –at least 1250 transition-age youth will be engaged in learning about the apps (through workshops, one-on-one outreach, etc.)

2. Staffing per target community

- a. Identify 1 full-time Peer Program Specialist to coordinate the outreach and engagement, support services, and other contract activities listed in items 3-6 below. A sample Peer Program Specialist job description is attached for reference.
- b. Identify full-time Peer Outreach Workers, "Technology Ambassadors" to support implementation of the contract activities.

3. Outreach and Engagement

- a. Identify strategic access points to reach individuals who may be struggling to connect with traditional in-person supports, e.g. primary care health providers, faith-based organizations, grocery/convenient stores, community colleges, schools, peer mentors, case managers, and other key stake holders than can support outreach.
- b. Conduct education and outreach to encourage use of the apps.
- c. Develop and/or tailor outreach and educational materials about the apps to specific target populations, including county's threshold languages if

necessary.

- d. Assist in training BHRS staff and community partners in how to access the apps, specifically bringing the peer perspective to the benefits of empowerment, self-management and self-care to clients' recovery.
4. Staff Training
- Each Peer Program Specialist and Technology Ambassador hired by the contractor is required to:
- a. Attend a BHRS-sponsored training with the app vendors to learn about the apps, understand how to use the app features and build capacity to teach others about the apps, including providers.
 - b. Attend BHRS- sponsored training on peer advocacy, peer ambassador skill development and other trainings by/from peers (e.g. Lived Experience Academy and/or other available training)

5. Support Services

- a. Utilize, review and understand each behavioral health app in order to effectively support individuals on the effective use of the technology, e.g. in the peer chat feature, users can change their peer listeners to find someone they feel the most comfortable with.
- b. Guide and support potential users: start with listening, help them sign up, show them how to access any relevant features (chats, self-care exercises, growth paths, etc.), explore questions and reinforce that the program is augmentative and does not replace treatment or face-to-face interactions with behavioral health providers.
- c. Refer and support potential users with accessing in-person services as needed, such as connecting community members and clients/consumers with helpful resources like WRAP, personalized outreach and/or transit options as needed. This is in addition to using the apps

6. Technology Suite Advisory Committee Participation

BHRS Office of Diversity and Equity will convene and facilitate a Technology Suite Advisory Committee (TSAC) per target community. The purpose of the Committee is to have a forum for members to provide input and oversight of the Tech Suite project.

The selected provider(s) will collaborate with BHRS and the TSAC. Provider participation in the TSAC will:

- a. Ensure there is representation from their target communities in the TSAC.
- b. Prepare and support peers interested in participating in the TSAC.
- c. TSAC members may:
 - i. provide input and feedback related to the design and customization of the apps, e.g. making the online images and language culturally appropriate, having relevant Personal Wellness Avatar interventions offered to consumers on an ongoing basis.
 - ii. recommend additional features to prioritize for the target communities, e.g. for youth in crisis, the capacity to identify and show on a local map, safe places for youth to go when in need;
 - iii. provide input on implementation, user experience and support services; and
 - iv. provide input and review evaluation activities.

B. SERVICE DELIVERY TRACKING AND REPORTING

Contractor(s) is expected to participate and support facilitation of any evaluation activities as determined by BHRS. The contractor(s) will be required to submit a year-end report due by the fifteenth (15th) of August each fiscal year. See Attachment B, MHSA Program Annual Reporting Template.

Data sources to support the evaluation may include:

1. Participant Survey: The County may gather quantitative data through surveys on the apps that invite clients/consumers to rate their wellness and recovery.
2. Focus Groups and Interviews: The County may gather qualitative data through a process of interviews and focus groups with the target populations about their experience using the apps and their perspective on the extent to which they engaged in the apps and the apps supported their wellness and recovery, access to both in-person and online services and to understand the level of engagement of the target participants due to the participation.
3. App Usage Data: Evaluation data will be gathered about who is engaging in online services through the apps and their level of engagement to understand how the technology is engaging target participants.

C. STAFF REQUIREMENTS

Staff will be reflective of the culture and ethnicity of the community served. Staff must complete twenty (20) hours of training per calendar year. Training topics will include, but are not limited to, the following:

1. HIPPA
2. Cultural Humility
3. WRAP
4. Mental Health First Aid
5. Group facilitation

- 6. Peer support
- 7. NAMI family to family

D. LENGTH OF AGREEMENT

The anticipated duration of the agreement will be for approximately 12 months, with the term tentatively to begin July 1, 2019 and end June 30, 2020. Included in this RFP is the option to renew for up to an additional three (3) years pending program evaluation, availability of funding, and division approval.

E. FUNDING

The Technology Suite Advisory Committee will be engaged in determining priorities for local programming, the breakdown below is offered as a starting point.

Local Funds Items/Personnel	Total for contract term (1.5 years)	Budget Justification
Transition Aged Youth Peer Support and Peer Workers	\$300,000	Contract agency with expertise in peer support for youth including behavioral health outreach and engagement to support peer end-users, face-to-face support services to users and outreach. Will include at minimum: <ul style="list-style-type: none"> • 1 Peer Specialist for coordination and system-wide training • Peer Outreach Workers

SECTION III – GENERAL TERMS AND CONDITIONS

Read all Instructions. Read the entire RFP and all enclosures before preparing your proposal.

Proposal Costs. Costs for developing proposals are entirely the responsibility of the proposer and shall not be charged to the County or otherwise reimbursed by the County.

Proposal Becomes County Property. The RFP and all materials submitted in response to this RFP will become the property of the County.

Questions and Responses Process. All questions regarding this RFP must be submitted in writing and contain a contact name and address, fax, or e-mail for response. Questions must be received by BHRS no later than **4:00 pm on March 26, 2019**. All questions and answers (Q&A) will be distributed before the application due date to applicants who participated in the Proposers’ Conference. The Q&A will also be posted on the BHRS website. **No telephone consultation will be provided.**

Submit questions to:
Brad Johnson, Management Analyst
Behavioral Health and Recovery Services
2000 Alameda de las Pulgas, Ste. 280
San Mateo, CA 94403
Fax: 650-573-2893
Email: brjohnson@smcgov.org

It is the responsibility of each proposer to register and check the website (<http://www.smchealth.org/bhrs/rfp>) for changes and/or clarifications to the RFP prior to submitting a response. A proposer's failure to do so will not provide a ground for protest.

Alteration of Terms and Clarifications. No alteration or variation of the terms of this RFP is valid unless made or confirmed in writing by the County. Likewise, oral understandings or agreements not incorporated into the final contract are not binding on the County.

If a proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, the proposer must immediately notify the County of such error in writing and request modification or clarification of the document. If a proposer fails to notify the County of an error in the RFP prior to the date fixed for submission, the proposer shall submit a response at his/her own risk, and if the proposer enters into a contract, the proposer shall not be entitled to additional compensation or time by reason of the error or its later correction.

Modifications or clarifications to the RFP will be posted to the <http://www.smchealth.org/bhrs/rfp> website as outlined above without divulging the source of the request for same. The County may, at its discretion, also give electronic notice by email to all parties who have notified the County of their electronic contact information in response to this RFP, but no party that fails to receive email notice has any basis for protest given that all clarifications will be available online. It is the obligation of all proposing parties to check the <http://www.smchealth.org/bhrs/rfp> website for updates regarding the RFP if they wish to be kept advised of clarifications prior to submitting a proposal.

Selection of Provider(s). The selection of a provider will be memorialized in the form of a "County Agreement with Independent Contractor" (see the enclosed sample of the Standard Contract Template), authorized by a resolution of the County Board of Supervisors and signed by both parties.

The County reserves the right to reject any or all proposals without penalty. The County's waiver of any deviation in the proposal shall in no way modify the RFP documents or excuse the proposer from full compliance with any eventual contract.

Once a provider is selected, the Agreement with that provider must still be negotiated and submitted to the San Mateo County Board of Supervisors for approval, and there is no

contractual agreement between the selected provider unless and until the Board of Supervisors accepts and signs the Agreement. Selection of a proposal for negotiation of contract terms and eventual submission to County leadership by way of an Agreement does not constitute an offer, and proposers acknowledge by submission of a proposal that no agreement is final unless and until approved by the Board of Supervisors.

Equal Benefits. Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

Jury Duty. The contractor must comply with the County Ordinance requiring that the contractor have and adhere to a written policy that provides its full-time employees who live in San Mateo County with no fewer than five days of regular pay for actual jury service in San Mateo County. This policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employee's regular pay the fees received for jury service. See Section 13, Compliance with County Employee Jury Service Ordinance, in the Standard Contract Template enclosure. If the proposer has no employees that qualify for jury duty in San Mateo County, the proposer may satisfy this requirement by providing the County with written confirmation of the fact that (1) it has no such employees and (2) it will comply with the jury service pay ordinance with respect to any future qualifying employees.

Living Wage. Unless subject to a specific exemption under the Ordinance, contractors providing services or goods with services must comply with Chapter 2.88 of the San Mateo County Ordinance Code, which is the County of San Mateo Living Wage Ordinance. Such compliance includes, but is not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance. The Ordinance requires a specific Living Wage be paid to employees working on certain contracts. Please see Chapter 2.88 of the San Mateo County Ordinance Code, a copy of which is attached to this RFP, to determine whether your contract is covered by the Ordinance or is exempt.

If the contract is exempt from the Ordinance OR if the proposer has no covered employees under the Ordinance, the proposer may satisfy this requirement by providing the County with written confirmation of the fact that (1) the contract is exempt from the Ordinance or it has no covered employees and (2) it will comply with the Ordinance with respect to any future qualifying employees.

Insurance. The County has certain insurance requirements that must be met. In most situations those requirements include the following: the contractor must carry \$1,000,000 or more in comprehensive general liability insurance; the contractor must carry motor vehicle liability insurance, and if travel by car is a part of the services being requested,

the amount of such coverage must be at least \$1,000,000; if the contractor has two or more employees, the contractor must carry the statutory limit for workers' compensation insurance; if the contractor or its employees maintain a license to perform professional services (e.g., architectural, legal, medical, psychological, etc.), the contractor must carry professional liability insurance; and generally the contractor must name the County and its officers, agents, employees, and servants as additional insured on any such policies (except workers compensation). Depending on the nature of the work being performed, additional requirements may need to be met.

Incomplete or Late Proposals May be Rejected. If a proposer fails to satisfy any of the requirements identified in this RFP, the proposer may be considered non-responsive and the proposal may be rejected.

Contact With County Employees. As of the issuance date of this RFP and continuing until the final date for submission of proposals, all proposers are specifically directed not to hold meetings, conferences, or technical discussions with any County employee for purposes of responding to this RFP except as otherwise permitted by this RFP. Any proposer found to be acting in any way contrary to this directive may be disqualified from entering into any contract that may result from this RFP.

Proposers should submit questions or concerns about the process as stated above. The proposer should not otherwise ask any County employees questions about the RFP or related issues, either orally or by written communication, unless invited to do so.

Group Purchasing Organization Participation. Proposers should keep in mind that the County is a participant in more than one Group Purchasing Organization (GPO), and this RFP is open to those who provide services under a GPO. Proposers should ensure their proposals are as competitive as possible while also providing the highest quality services in order to be considered a viable provider for the listed services. The County reserves the right to use a GPO provider if doing so is in the County's best interest, as determined solely by the County, even if that provider does not submit a proposal in response to this RFP.

Travel Costs. Not applicable.

Miscellaneous. This RFP is not a commitment or contract of any kind. The County reserves the right to pursue any and/or all ideas generated by this RFP. The County reserves the right to reject any and all proposals and/or terminate the RFP process if deemed in the best interest of the County. Further, while every effort has been made to ensure the information presented in this RFP is accurate and thorough, the County assumes no liability for any unintentional errors or omissions in this document. The County reserves the right to waive or modify any requirements of this RFP when it determines that doing so is in the best interest of the County. Finally, the County may revise or clarify aspects of the required services after proposals are submitted by communicating directly to some or all of the providers that submitted proposals.

SECTION IV – REQUEST FOR PROPOSALS PROCEDURE

This section describes the general RFP procedure used by the County, and the remaining sections of this RFP list detailed requirements.

A. TENTATIVE SCHEDULE OF EVENTS

EVENT	DATE
Re-Release Request for Proposals	March 14, 2019
Questions Submitted to County Deadline	March 26, 2019
Release Responses to Questions	March 28, 2019
Proposal Deadline	April 25, 2019
Formal Review of Proposals ⁽¹⁾	May 6, 2019
Notification of Funded Proposals ⁽¹⁾	May 13, 2019
Protest Deadline ⁽¹⁾	May 20, 2019
Contract Negotiations Begin ⁽¹⁾	May 21, 2019
Recommendation to Board of Supervisors ⁽¹⁾	June 2019

(1) Dates are subject to change

B. SUBMISSION OF PROPOSALS

Responses to the RFP will be typewritten or prepared on a computer and have consecutively numbered pages and include the information and format requested in Section V. The whole proposal will not exceed **15** pages not including attachments, exhibits or charts. Please use Arial 12 point font, 1” margins, and 1.5 line spacing.

One (1) signed original, one (1) electronic version (via flash drive, or email), and five (5) hard copies must be received and time-stamped prior to **4:00 pm on April 25, 2019**. The original and seven hard/paper copies shall be submitted in a sealed envelope or box.

Submit proposals to:
Brad Johnson, Management Analyst
Behavioral Health and Recovery Services
San Mateo County Health System
2000 Alameda de las Pulgas, Ste. 280
San Mateo, CA 94403
brjohnson@smcgov.org

All responses become the property of the County of San Mateo and will not be returned. The County will not reimburse applicants for any expenses incurred during the development of the response to this RFP.

By submitting a proposal, each proposer certifies that its submission is not the result of collusion or any other activity which would tend to directly or indirectly influence the selection process. The proposal will be used to determine the proposer's capability of

rendering the services to be provided. The failure of a proposer to comply fully with the instructions in this RFP may eliminate its proposal from further evaluation as determined in the sole discretion of the County. The County reserves the sole right to evaluate the contents of proposals submitted in response to this RFP and to select a contractor, if any.

Proposals received late will not be opened or given any consideration for the proposed services unless doing so is deemed to be in the best interest of the County, as determined in the sole discretion of the County.

C. CONFIDENTIALITY OF PROPOSALS

California Government Code Sections 6250 et seq. (the "California Public Records Act" or the "Act") defines a public record as any writing containing information relating to the conduct of the public business. The Act provides that public records shall be disclosed upon written request and that any citizen has a right to inspect any public record unless the document is exempted from disclosure. The materials submitted in response to this RFP are subject to the California Public Records Act.

Be advised that any contract that eventually arises from this RFP is a public record in its entirety. Also, all information submitted in response to this RFP is itself a public record without exception. Submission of any materials in response to this RFP constitutes a waiver by the submitting party of any claim that the information is protected from disclosure. By submitting materials, (1) you are consenting to release of such materials by the County if requested under the Public Records Act without further notice to you and (2) you agree to indemnify and hold harmless the County for release of such information.

If the County receives a request for any portion of a document submitted in response to this RFP, the County will not assert any privileges that may exist on behalf of the person or entity submitting the proposal, and the County reserves the right to disclose the requested materials without notice to the party who originally submitted the requested material. To the extent consistent with the Public Records Act and applicable case law interpreting those provisions, the County and/or its officers, agents, and employees retain discretion to release or withhold any information submitted in response to this RFP.

Submission of a proposal constitutes a complete waiver of any claims whatsoever against the County and/or its officers, agents, or employees that the County has violated a proposer's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal to be inspected.

D. PROPOSAL EVALUATION

All proposals received will be evaluated by an RFP Evaluation Committee. During the evaluation process, the County may require a proposer's representative to answer specific questions orally and/or in writing. The County may also require a visit to the proposer's offices, other field visits or observations by County representatives, or demonstrations as part of the overall RFP evaluation. Once a finalist or group of finalists

is selected, additional interactions or information may be required. The most qualified individual or firm will be recommended by the RFP Evaluation Committee based on the overall strength of each proposal, and the evaluation is not restricted to considerations of any single factor such as cost.

Responses to this RFP must adhere to the format for proposals detailed in Section V - PROPOSAL SUBMISSION REQUIREMENTS. The criteria used as a guideline in the evaluation will include, but not be limited to, the following:

1. Minimum Requirements

Responses to this RFP must adhere to the format for proposals detailed in Section V - PROPOSAL SUBMISSION REQUIREMENTS. Proposals must include the following minimum requirements to be considered for evaluation:

- a. Proposal was submitted on time;
- b. Proposal is signed by authorized person;
- c. Board, or governing body, authorization letter included granting permission to submit the proposal;
- d. Staffing structure and qualifications are included;
- e. Proposal followed the requested format;
- f. Stated compliance with County RFP and contractual requirements;
- g. References.
- h. Budget

2. Program Specific Requirements

a. Qualifications and Experience

- i. Agency Experience: How long has the proposer and collaborative partner agencies been involved in providing these types of services/ programs? Was an organizational chart included?
- ii. Personnel: How long have key personnel been involved in similar work? Do key staff have experience with implementing services similar to those specified in this RFP?
- iii. Does the proposer or collaborative partners have history and experience providing culturally responsive behavioral health services, workshops, activities and events with transition aged youth?
- iv. Are the proposed number of staff (FTE) adequate to perform the services described in this RFP?
- v. What is the proposer's track record in contract compliance, including accounting and record-keeping requirements? In implementing new projects? Does the proposer have history of successfully managing contracts with public or private agencies? Does the proposer demonstrate that it has a track record of positive community collaboration and does it

currently have good relationships in San Mateo County? Ability to meet any required timelines or other requirements?

- vi. Is training and supervision sufficient to provide services?
- vii. Does the proposal address the challenges of recruiting and hiring staff in a feasible manner?

b. Philosophy and Service Model

- i. Is there is a clearly articulated understanding of and commitment to the intent of the programs as described in the RFP including purpose, scope, service approach, population to be served and effective organizational structure?
- ii. Does the proposal include a description of the agency's previous and relevant experience working with peers and incorporating peer run services into their program delivery.
- iii. Does the proposal include a realistic implementation plan that incorporates the program values and principles described in the RFP and provide enough specificity?

c. Cultural Competency and Customer Service

- i. Are culturally responsive practices embedded and integrated in the proposer's program and services?
- ii. Does the agency show involvement of diverse ethnic/racial and cultural groups and clients/consumers in service planning and delivery of services?
- iii. Does the agency have a plan for addressing community, client grievances and/or other issues?

d. Claims and violations against you or your organization

- i. Were these included?

e. Budget

- i. Are the budget justifications, including administrative costs, reasonable? Are staffing patterns, including staff to client ratio, adequate?
- ii. Are there sufficient revenues to meet the expenses? Are there other sources of revenue available for these services? (as applicable)

f. Quality/Program Evaluation

- i. Does the proposer and collaborative partners have expertise in similar program evaluation activities?
 - ii. Is there appropriate and sufficient support for quality improvement and evaluation?
 - iii. Does the proposer have a current Quality Improvement Plan? Does it include both administrative and program measurement data?
 - iv. Does the plan include a process to ensure credentialing/licensing for personnel is maintained if applicable?
- g. References
Were references included? Are the references relevant to the services delivered?
- h. Statement of Compliance with County RFP and contractual requirements
Was a statement of compliance included?

The County may consider any other criteria it deems relevant, and the Evaluation Committee is free to make any recommendations it deems to be in the best interest of the County. Inaccuracy of any information supplied within a proposal or other errors constitute grounds for rejection of the proposal. However, the County may, in its sole discretion, correct errors or contact a proposer for clarification.

Note that the County reserves the right to evaluate proposals solely based on each provider's written submission. In relation to written materials, evaluation will be performed only on the material included directly in the proposal itself unless otherwise indicated or requested by the County. Your proposal must be complete without relying on external websites, sales brochures, marketing materials or white papers.

The County reserves the right to accept proposals other than those with lowest costs.

E. PROPOSAL RECOMMENDATION

The Evaluation Committee will recommend a provider or providers or may recommend that the proposals be rejected. The County will then make its own decision as to whether to accept or reject the recommendations from the Evaluation Committee. Ultimate acceptance or rejection of the recommended proposal and execution of a contractual agreement is the independent prerogative of the County, notwithstanding any recommendations made by the Evaluation Committee. The County reserves the right to negotiate with any provider to finalize an agreement in relation to the proposer's response.

F. NOTICE TO PROPOSERS

The County is not required to give notice to proposers in any specific format or on any particular timeline. At some point prior to execution of a final agreement for the requested services, the County will notify those who submitted proposals of their non-selection. Proposers may be notified at different times depending on the needs of the County.

G. PROTEST PROCESS

If a proposer desires to protest the selection decision, the proposer must submit by facsimile or email a written protest within five (5) business days after the delivery of the notice about the decision. The written protest should be submitted to the Chief of the Health System as outlined below. Protests received after the deadline will not be accepted. Protests must be in writing, must include the name and address of the proposer and the RFP number, and must state all the specific grounds for the protest. A protest that merely addresses a single aspect of the selected proposal (for example, comparing the cost of the selected proposal in relation to the non-selected proposal) is not sufficient to support a protest. A successful protest will include sufficient evidence and analysis to support a conclusion that the selected proposal, taken as a whole, is an inferior proposal.

The County will respond to a protest within ten (10) business days of receiving it, and the County may, at its election, set up a meeting with the proposer to discuss the concerns raised by the protest. The decision of the County will be final. The protest letter must be sent as follows:

Chief of the Health System
c/o Brad Johnson, Management Analyst
brjohnson@smcgov.org
Facsimile: 650-573-2893

SECTION V – PROPOSAL SUBMISSION REQUIREMENTS

In addition to the submission requirements listed in Section IV.B. Submission of Proposals, the proposal should be submitted in the following format:

A. GENERAL INSTRUCTIONS

All proposals should adhere to the specified content and sequence of information described in below in D. Tabbing of Sections.

B. COVER LETTER

Provide a one-page cover letter on your letterhead that includes the address, voice and facsimile numbers, and e-mail address of the contact person or persons. List the name and title of each person authorized to represent the proposer in negotiations.

Unless the proposer is an individual, 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. Obligations assumed by such signature must be fulfilled.

C. SPECIFIED CONTENT AND DETAILED SEQUENCE OF INFORMATION IN THE RFP

Each proposal should include tabbing sections addressing the information listed below and in the order shown. The proposer should be sure to include all information that it feels will enable the Evaluation Committee and, ultimately, the County to make a decision. Failure of the proposer to provide specific, detailed information may result in its proposal being rejected in favor of a sufficiently-detailed proposal. Any necessary exhibits or other information, including information not specifically requested by this RFP but that you feel would be helpful, should be attached to the end of the proposal. The party submitting the materials should keep in mind the limitations on confidential information described in Section IV.

D. TABBING OF SECTIONS

TAB 1 Qualifications and Experience:

- 1) Provide a statement of qualifications for your organization, including an organization chart, a statement of the size of firm, a description of services provided by your organization.
- 2) How many people in total are employed by your company? Delineate between employees and consultants.
- 3) Provide a statement of the extent of experience/history providing the services requested by this RFP to the target populations (such as outreach and engagement with the target populations, working with peers, having peer led programs).
- 4) How many full time employees (FTEs) do you plan to assign to this project if you are selected? Describe your plan for staff training and supervision (if applicable).
- 5) How long have key personnel been involved in similar work? Do key staff have experience with implementing services similar to those specified in this RFP (identify strategic access points to reach individuals struggling to connect with traditional in-person support, conduct education and outreach to encourage the use of the apps, develop and tailor outreach and education materials about the apps for specific target populations, utilize, review and understand each app in order to support individuals on effective use of the technology, guide and support potential users, participate in and support advisory committee).

- 6) List the qualifications for each individual (and partner agency if applicable) that would be assigned to provide services requested by this RFP, including date and educational institutions of any applicable degrees, additional applicable training, and any professional certifications and/or licensing. In lieu of listing this information, you may submit a resume or curriculum vitae for each such individual if the resume/CV includes all the requested information.

TAB 2 Philosophy and Service Model:

This section describes your philosophy and service model for meeting the services required by this RFP. Relevant considerations include the quality and feasibility of your approach to meeting these needs, the manner in which you plan to provide adequate staffing (including planning for absences and back-up coverage, training, background checks, and staff monitoring, etc.), and equipment or other resources provided by you (if applicable). Keep these considerations in mind as you respond to the following:

- 1) Describe how you will complete outreach and fulfill the needs of transition aged youth described in this RFP. Attach an implementation plan.
- 2) Describe your experience providing peer led or peer supported services for transition aged youth.
- 3) Identify how you will meet all other aspects of the scope of work and related requirements stated above. List any items that you cannot provide.

TAB 3 Cultural Competency and Customer Service:

- 1) Describe how you will involve diverse ethnic/racial and cultural groups in service planning and delivery. What is your organizations plan for providing culturally appropriate services. Attach your Cultural Competency plan if available. The plan should include a description of; a) policies and practices that promote diversity, cultural humility and inclusion; b) formal forums or venues for discussing relevant issues; c) how demographic data will be collected and utilized; d) staffing objectives that reflect the diversity of the community served; e) a relevant training plan for staff.
- 2) In the event of a routine problem, who is to be contacted within your organization?
- 3) In the event of the identification of a problem by the County, its clients/patients, and/or other applicable constituents, describe how you plan to address such problems and the timeframe for addressing them.

TAB 4 Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) Violations Against Your Organization:

Include claims or violations in which the health and well-being of our clients was compromised, if there was a misappropriation of funds, if there was fraud of any kind, or if there was a claim/violation in regards to an illegal activity. In addition, include any claims or violations that involve the services indicated in the RFP. Please go back 5 years in your report of claims or violations, and explain how you respond or address claims or violations when they are made.

List any violations that resulted in claims or legal judgments against you or your agency, especially any of the following:

- 1) Current licensure restriction, censure or revocation;
- 2) Health Insurance Portability and Accountability Act (HIPAA) violation;
- 3) Non-discrimination claims against you/your organization;
- 4) Claims/violations which compromised the health and well-being of our clients;
- 5) Claims/violations regarding an illegal act;
- 6) Misappropriations of funds;
- 7) Fraud of any kind.

TAB 5 Cost Analysis and Budget for Primary Services:

- 1) Provide a detailed explanation for all costs associated with the provisions of the requested services should you be selected.

- 2) Include start-up costs if any.

TAB 6 Quality/Program Evaluation:

Each program may have specific quality/evaluation issues, below are some examples:

- 1) Describe your experience supporting program evaluations.

- 2) Describe any additional measurements/metrics/deliverables/assessments that you will provide to allow the County to assess service provision and program impact.

- 3) Describe your Quality Improvement plan. The plan should include a description of how you conduct ongoing assessment of community need and data review to inform culturally responsive program activities and continuous quality improvement.

- 4) Describe how your agency will maintain personnel credentialing/licensing if applicable.

TAB 7 References:

- 1) List at least three business references for which you have recently provided similar services. Include contact names, titles, phone numbers and e-mail addresses for all references provided.

TAB 8 Statement of Compliance with County Contractual Requirements:

A sample of the County's standard contract (including Exhibits A and B) is attached to this RFP. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard contract, including but not limited to the following:

- 1) The County non-discrimination policy
- 2) The County equal employment opportunity requirements
- 3) County requirements regarding employee benefits
- 4) The County jury service pay ordinance
- 5) The hold harmless provision
- 6) County insurance requirements
- 7) The County Living Wage Ordinance
- 8) All other provisions of the standard contract

In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venue in San Mateo County or Northern District of California.

The proposal must state any objections to any terms in the County's contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard contract template as-is.

NOTE: The sample Standard Contract Template enclosed with this RFP is a template and does not constitute the final agreement to be prepared for the selected service provider. Do not insert any information or attempt to complete the enclosed sample contract template. Once a provider is selected, the County will work with the selected provider to draft a provider-specific contract using the template. However, each proposal should address the general terms of the standard contract as requested within this RFP.

TAB 9 Board Authorization Letter or Resolution

A letter or resolution from your board should include specific language that states who has the authority to submit a response to a request for proposals, when that authority begins and when that authority ends.

SECTION VI – ENCLOSURES

Attachment A Outreach/Engagement Individual Form

Attachment B Agency Reporting Template

Attachment C Innovation Tech Suite Overview

Attachment D Tech Suite Peer Program Specialist Job Description

Appendix 1 Budget Template

Enclosure 1 Sample Standard Contract Template

Enclosure 2 Standard Agreement Administrative Requirements

Enclosure 3 Living Wage Ordinance

Enclosure 4 HIPAA Requirements

Enclosure 5 Not used

Enclosure 6 Not used

Enclosure 7 Fingerprinting certification

Enclosure 8 Chapters 2.84 and 2.85

Enclosure 9 Not used

Enclosure 10 Attachment I – 504 Compliance