

**BULLETIN NUMBER 4
ATTACHMENT 1**

**JAIL IN-REACH SERVICES
RFSQ No. 504-SH**

1. How long is the Jail Reach program?

Response: The Jail In-Reach Program will be run during the term of the Contract as outlined in Appendix C (Sample Contract) Paragraph 4.0 (Term of Contract) of the Request for Proposal (RFP).

2. Do you know the funding amount for the program?

Response: The funding amount for the Program is outlined in Appendix C (Sample Contract) sub-paragraph 5.4 (Maximum Annual Contract Sum), of the RFP.

3. Is this the current HR360 program?

Response: No, it is not.

4. Is this solicitation designed to replace the existing Jail In-Reach program or add an additional Jail In-Reach program?

Response: It is a replacement.

5. Is this proposal part of the current County's Pay for Success promotion?

Response: No.

6. **Appendix A (Statement of Work) sub-paragraph 2.1 (Qualified Participants), states:** Out of the average annual total inmate population of 130,000, the Department estimates that the average annual number of County inmates eligible to participate in Services (qualified participants) is approximately 41,000.

6a - Please clarify the estimated number clients to be serviced per year in this program.

Response: The Department's goal is to make assessments on about 4,100 inmates (10% of the annual target population), and enroll about 2,870 assessed inmates (70% of the total number of inmates assessed) into Services as outlined in Appendix A (Statement of Work (SOW)) sub-paragraph 1.1.2, of the RFP. The actual number in the goal may vary from year to year depending on the number of the annual target population in the previous calendar year, with the understanding that the maximum number of assessments to be made would not

exceed 4,100 per year, and the maximum number of qualified participants to be enrolled into Services would not exceed 2,870 per year. Sub-paragraph 1.1.2 of the SOW will be revised to reflect this understanding accordingly.

6b - Is there a cap on the number of referrals for services within a year?

Response: Please see the Response to Question 6a above.

6c - If no cap, is there additional funding to serve referrals in excess of those expected?

Response: No, there is no additional funding.

7. **Appendix A. Statement of Work 1.1.2 Background** (A - P1) The Department's goal is to make assessments on not less than 10% of annual target population...

7a - What are the limitations on the number of people required to be assessed?
Minimum: 4,100 target. Is there a max number?

Response: Please see the Response to Question 6a above.

7b - There is 41,000 eligible participants and the Department will provide 4,100 of them and your expectation is that the Contractor will provide services to 2,870 of them, is that correct?

Response: The goal is based on the annual target population and the target may be changed based on the actual inmate population year to year. Please also see the Response to Question 6a above.

7c -- Our budget should consider it would be about 2,870 a year?

Response: Please see the Response to Question 6a above.

7d - For 2,870 participants per year, with \$775,000 comes to \$270 per participant for a whole year of case management. What did you base this budget on?

Response: This is the amount of funding that is available at the moment for this program. The target is an indicator to give Proposers an idea of what the caseload will be. Proposers are encouraged to do their best and tell the Department what they can do with the budget of \$775,000 a year.

8. **2.1 Statement of Work:** (P1) Qualified participants – inmates in the County jail who will **not** be supervised by probation and who have more than 90 days remaining sentence.

8a - Will the qualified participants be required to participate in reentry services and use case management following release?

Response: No, participation is voluntary.

8b - How are participants identified? Other than above criteria, are there additional requirements for participation? Will there be a priority population (based on risk to recidivate or other factors?)

Response: Qualified Participants outlined in sub-paragraph 2.1, of the SOW who have requested Services are identified. There are no additional requirements nor priority population.

9. SOW, Section 2.1, states, “The Contractor will case manage the participant for one year from the point the ATC participant first entered the program.”

9a - Will this be expected of ATC participants who enter the program in the fifth year of the contract?

Response: Contractor shall provide post-release case management for each participant for one year, or upon the termination and/or expiration of the Contract, whichever occurs first. This includes post-release and ATC participants.

9b- If so, this requirement cannot be met as the contract will end prior to the one-year requirement.

Response: Please see response to Question Number 9a above.

9c- Can the County add language to indicate that in the 5th year, services will continue for participants for up to one year, or until contracted funds have been fully exhausted, whichever comes first?

Response: The language has already been included in sub-paragraph 3.3.6, of the SOW.

10. **Appendix A. Statement of Work 1.1.4 Background** (A – P2) CTU will work with the Contractor to navigate the logistics of the County Jail setting...

10a - Will Assessment staff/Case Managers have access to office space or counseling rooms for direct service?

Response: Assessment staff/Case Managers will not have access to office space or counseling rooms for direct services.

10b - Computer access for online documentation? Telephone?

Response: There is WIFI availability and access to a County phone.

10c – What are the parameters of available space at jails? Cost to the Contractor?

Response: Common areas/Day Rooms at jails can be used at no cost to the Contractor.

11. **Appendix A (Statement of Work) Section 3.2, states:** Participant Assessment Contractor shall complete the assessment of each participant within seven (7) Business Days from the initial face-to-face interview using an industry-recognized and validated assessment instrument.

11a - Does the Department have a recommended and/or required assessment tool to be used for referred clients?

Response: No, the assessment tool is acceptable as long as it meets the requirements outlined in sub-paragraph 3.2.5, of the SOW and is approved by the County Project Director and County Project Manager as outlined in sub-paragraph 3.2.4, of the SOW.

11b - What assessment tool is the current provider using for the transitional service needs assessment?

Response: What assessment tool being used by the current provider is not relevant to this RFP. The Proposer shall use an assessment instrument meeting the requirements of sub-paragraph 3.2 (Participant Assessment), of the SOW for this Program.

11c - Are all participants assessed by the department using the COMPAS prior to referral to the contractor?

Response: No, all participants are assessed by the Department using the COMPAS prior to their release.

11d – How is COMPAS administered today, on paper or an interview?

Response: The Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) report is a face-to-face interview. Responses from interview are captured in writing then entered in a database.

12. **Appendix A. Statement of Work 3.3.4 Case Management Plan** (A – P6) Contractor shall, at a minimum, contact the participant each month...

- What is the expected number of contacts per month that contractor will have with each participant receiving case management services?

Response: Each case is unique. The expected number of contacts per month varies from case to case subject to need, as long as the requirements outlined in

sub-paragraph 3.3 (Case Management (Pre-Release and Post-Release) Plan), of the SOW are met.

13. **Appendix A. Statement of Work 3.3.6 Case Management Plan (A – P7)** Contractor shall continue the post-release case management...for each participant for one year...

13a - What are acceptable conditions of termination from the program?

Response: Please refer to sub-paragraph 3.6 (Option to Terminate Participation), of the SOW for details.

13b - What are the contractor's responsibilities to track and/or contact participants who abscond from the program or who cannot be reached in a given month?

Response: Please refer to sub-paragraph 3.6 (Option to Terminate Participation) and sub-paragraph 3.8.5 (Service Tracking Database), of the SOW for details.

14. This is in relation 3.3.6, Case Management Plan, if a person absconds, what constitutes termination?

Response: If a participant absconds, the Department will have a compliance team to look for them. The Contractor's responsibilities is to at least contact the individual once a month. As far as 3.6.2, Contractor may request dismissal of participant(s) from Services resulting from participant's failure to comply with Contractor's programming requirement or failure to participate (i.e., no-shows or escapees). Contractor shall provide to County Project Director a written request for termination of Services, including post-release case management services, which must include a detailed explanation of the reasons justifying termination. The Department will evaluate the request and determine if Services, including post-release case management services, should be terminated within five (5) Business Days of such request by Contractor.

15. **Appendix A. Statement of Work 3.3.8 Case Management Plan (A – P7)** Contractor shall use industry best practices to track the progress of each participant...

- What best practices are currently being used to track progress for offenders who receive post release case management?

Response: Electronic tracking system.

16. Appendix A, SOW, Sections 3.3.3 through 3.3.8.

- Do these section requirements pertain to all participants or only those enrolled CBO network?

Response: Sub-paragraphs 3.3.3 through 3.3.8 apply to all participants that have or will be enrolled in one of Contractor's established CBO network alliance providers for transitional service. Once enrolled Contractor shall begin pre-release case management (refer to sub-paragraph 3.3 (Case Management (Pre-release and Post-Release Plan), of the RFP.

17. 17a - For the ATC population and for those that are not ATC. What are the post release requirements? Are there any other services that are required besides case management?

Response: The Contractor is required to assess each participant and develop a case management plan. The pre-release and post-release case management plan shall include, but shall not be limited to, developing short and long-term goals for participant within a planned framework of action designed to achieve the established goals of reducing recidivism and re-integrating the participant back into the community with the life skills and resources necessary to lead productive lives in society (refer to sub-paragraph 3.3 Case Management (Pre-release and Post-Release) Plan, of the SOW for details). That is part of the case management plan. With the assessment, the Contractor will see what is necessary to help this participant re-enter the community.

17b- And those that are not ATC, was there a separate follow up?

Response: No, it is a year of case management as well.

18. Regarding Page 7, section 3.4.2 of the Scope of Work there is a list of transitional services that the Department would like the Contractor to coordinate for the participant such as employment, life skills, etc. Are these all things that the Contractor will have to provide?

Response: Yes, that is correct.

19. **Appendix A (Statement of Work) Section 3.5, states:** Transportation Contractor shall have the responsibility for transportation to-and-from the transitional housing location and other locations associated with their case management plan, including, but not be limited to, transportation to court hearings, treatment sessions, and/or support services (i.e., ancillary services).

Are there any parameters or requirements for the type of transportation services offered to clients?

Response: Please refer to sub-paragraph 3.5 (Transportation), of the SOW, for details.

20. **Appendix A. Statement of Work 3.5 Transportation** (A – P8-9)

20a - Are there limits on the frequency and amount of transportation the contractor is required to provide for each participant? Daily?

Response: *The Contractor shall have the responsibility for transportation to-and-from the transitional housing location and other locations as necessary as outlined in sub-paragraph 3.5 (Transportation), of the SOW.*

20b - May the contractor subcontract transportation services to a transportation company?

Response: *Please refer to sub-paragraph 8.40 (Subcontracting) of Appendix C (Sample Contract), of the RFP, for details of subcontracting.*

20c - May the contractor provide transportation to more than one participant at a time (i.e. transport several participants together in a van or vehicle?)

Response: *Yes.*

Is it the County's expectation that the vendor will provide transportation for:

20d - All inmates post-release, or determined by need?

Response: *Please refer to sub-paragraph 3.5 (Transportation) for post-release and ATC program participants.*

20e- All required activities such as court, weekly treatment sessions, employment programming, etc.?

Response: *Yes, for all ATC program participants.*

20f - The entire year after release, or during an initial transition period of shorter duration?

Response: *While in an ATC program.*

20g- Would the County accept the vendor providing transportation assistance for the post-release participant to utilize public transportation services?

Response: *Yes.*

21. In regards to transportation, does that include bus tokens or does have to be direct transportation?

Response: *Yes, after the initial transportation, it can be covered by bus token.*

22. Will we be allowed to bill into the budget transportation costs such as a van, driver, mileage, etc.?

Response: Yes.

23. **Statement of Work, Section 3.5.2, page 9:** The Department is responsible for the initial transportation of ATC program participants enrolled in Services from the County Jail to the transitional housing locations. Once the ATC program participants have been placed in the transitional housing locations and transported by the Department, Contractor shall have the responsibility for transportation to-and-from the transitional housing location and other locations associated with their case management plan, including, but not be limited to, transportation to court hearings, treatment sessions, and/or support services (i.e., ancillary services).

- In order for the vendor to accurately project costs, would the County please provide the daily number of ATC participants, and the average weekly transports required per participant?

Response: The current daily average is about 20, but the Department expects this number to increase significantly. The average weekly transport for all participants will vary from week to week.

24. **Appendix A. Statement of Work 3.7 Community Re-Entry Resources Center (A – P10)**

24a - Will the contractor be required to assign full time staff to work at the CRRC,

Response: Yes, one case manager shall be assigned to the CRRC location Monday through Friday from 07:00 a.m. until 4:00 p.m.

24b - and if so, will said staff be provided a work station or computer & telephone access?

Response: The CRRC location provides a workstation which consists of a desk, a County phone and WIFI access.

24c - So what about the cases, there is two separate case managers, one that will actually doing the pre-assessment?

Response: It is up to the Contractor to assign and deploy the appropriate number of personnel for each task.

25. 25a - When it comes to the service tracking database, is that something that will be included in our budget or is that something that the Department will pay for?

Response: There is no additional funding and it will be part of the budget.

25b - Can we bill this into our budget?

Response: Yes.

26. Is HMIS adequate to be used as a service tracking database?

Response: Yes, if it meets the requirement outlined in the SOW.

27. **4.4 Background and Security Investigations:** (P5)

27a - What is the anticipated start of this program? Services start date?

Response: The Program is expected to start in March 2016. Services shall start in 30-60 days from Contract execution.

27b - How long does it take to complete background and security investigations? What is the approximate cost?

Response: It is expected that it will take up to six months to complete the background and security investigations. There will not be any cost to the Contractor.

28. **Appendix A (Statement of Work) Section 5.3.1, Contractors Work Location, states:** Contractor shall have and maintain a work office with a telephone in the company's name where Contractor conducts business which is located in the County.

28a - Are vendors required to provide an office for services to clients or are all services expected to be offered out the CRRC or jail?

Response: The Contractor is required to have and maintain an office located in the Los Angeles County providing the Services outlined in sub-paragraph 5.3.1, of the SOW.

28b - If an office is required, does the Department require just one location or several locations throughout the community?

Response: At least one office in Los Angeles County is required.

29. 29a - The contractor will responsible for serving all 7 detention facilities, correct?

Response: Yes.

29b - Beyond that one location, there is no other requirement?

Response: As long as the Contractor can fulfill the requirements of the Contract.

29c - Do you have any estimates in terms of how many referrals that the Contractor will come out of each location? The Department mentioned there is about 41,000 are eligible, does the Department know whether the bulk of them will come out of one location or another?

Response: *Currently the majority of the Department's referrals are out of the Los Angeles Basin area. Contractors will be required to travel to each of the Department's custody facility in order to fulfill their Services requirements in accordance with the SOW.*

30. **Appendix A (Statement of Work) Section 6.3, Performance Measures:** Paragraph 2 of this section provides a list of performance measures that contractors are supposed to provide in a monthly outcomes report.

- Are there specific performance measures that the program will be measured by?

Response: *The specific performance measures for the Program are outlined in sub-paragraph 6.3 (Performance Measures), of the SOW.*

31. Appendix A, SOW, Sections 2.0 through 10.0

- Are proposers expected to address and label each of the **106 sub-sections** included in the Statement of Work, or only those in Section 2.0, the Scope of Work, with the assumption that other specifications will be adhered to as instructed, and included in formalized contract upon award?

Response: *Proposals meeting the Minimum Mandatory Requirements outlined in Paragraph 3.0 (Proposer's Minimum Mandatory Requirements), of the RFP, and the proposal format requirements outlined in sub-paragraph 7.8, of the RFP, will be accepted. However, Proposers are encouraged to provide as much detail as possible as to how each and all requirements of the SOW are to be met. Proposals will be evaluated in accordance with the requirements outlined in sub-paragraph 7.8.8, of the RFP.*

32. **2.2.2 Contract rates:** (P2) "Firm and fixed for the term of the contract.

- Will this be a cost recovery contract or fee-for-service?

Response: *It is a fixed price Contract as outlined in Appendix C (Sample Contract) Paragraph 5.0 (Contract Sum), of the RFP.*

33. **Appendix C, Section 5.1, page 5:** The budget schedule for this Contract payable by County to Contractor for performing all tasks, deliverables, goods, services and any other work required under this Contract shall be as set forth on Exhibit C (Budget Schedule) of this Contract. Such budget schedule shall be firm and fixed for the term of this Contract.

-Please clarify if the services provided will be billed at a fee-per-service or a flat rate per month.

Response: *It is a fixed price Contract as outlined in Appendix C (Sample Contract) Paragraph 5.0 (Contract Sum), of the RFP.*

34. The RFP refers to Exhibit C as the Budget Schedule in some places but in others, including Appendix D, it is identified as Exhibit 11.

- Will the County please confirm it is one and the same document?

Response: *Yes, during the proposal phase the Budget Schedule is reflected under Appendix D, as Required Forms, Exhibit 11. When the Contract is executed the Budget Schedule is reflected as Exhibit C.*

35. **RFP, Section 3.1.2, page 9:** Proposer must have a Project Manager with a minimum of one (1) year of experience within the last three (3) years providing (a) assessment, and (b) case management, and (c) placement and/or referrals into transitional services that are the same or similar to services indicated in sub-paragraphs 3.2 (Participant Assessment) 3.3 (Case Management Plan) and 3.4 (Placement and/or Referral into Transitional Services), Appendix A (Statement of Work) of this RFP, to at least one of the following populations:

- Inmates housed in or just released from a federal, state, city, or county correctional system
- Parolees, probationers, homeless individuals/families, or substance use disorder and rehabilitation individuals/families.

Proposer shall submit a resume and include references to verify this experience for the proposed Project Manager.

35a - Would the County accept a job description in lieu of a resume for the Project Manager position?

Response: *No.*

35b - If a resume is required, will the agency accept the resume with the disclaimer that the employee might change between the time of the submission of the RFP response and contract start date?

Response: *Any newly acquired Contractor Project Manager by the Contractor must meet the requirements as described in sub-paragraph 5.2.2 (Key Personnel), of the SOW and must be approved by the County Project Manager prior to commencement of work.*

36. **6.2 Local Small Business Enterprise Preference Program (P18- RFP section)**

- Is there a preference credit for a company certified by the State as a SBE but does not meet the LA locale requirement?

Response: No.

37. **RFP Page 27, Section B.1.1** – The requirement for Letters of Confirmation is extremely prohibitive, if not flat out unachievable, particularly for large organizations with hundreds of contracts. Even if we were able to compose a Letter of Confirmation for each contract, which included all information required (which in and of itself would take several days), there is no guarantee that funders would return such letters. Thus, in addition to being exorbitantly time consuming, it is also a request that is beyond a proposer’s control. Additionally, on page 30 of the RFP, Section B.2, requires a robust list of references and contracts for the last 3 years. This seems more relevant, and certainly more reasonably achievable than the Letters of Confirmation.

- Could we request the consideration of the county to remove Section B.1.1 in its entirety?

Response: The Letter of Confirmation are important documents serving two purposes. (1) They will help verify whether the Minimum Mandatory Requirements outlined in sub-paragraph 3.1.1, of the RFP is met, and (2) they will be used in the evaluation of Contractor’s experience as outlined in sub-paragraph 7.8.7, of the RFP. It will be working to the advantage of the Contractor during the evaluation process to submit as many Letters of Confirmation as possible. Section B.1.1 will not be removed.

38. Can you set boundaries on the number or types of letters you would like in the response to Organizational Experience (Section B.1.1) Letter of Confirmation?

Response: Please refer to response from Question Number 37 above.

- Just to clarify, a letter of award in a contract which objectifies our experience would be sufficient?

Response: There is no specified format for the letter of confirmation, however, the content of letter of confirmation required is outlined in sub-paragraph 7.8.7 A.1, of the RFP.

39. **Page 34 of the RFP, Section D**, says the proposer must submit a Quality Control Plan. On Page 40 of the RFP, Section 8.4.3 stated that the QCP will account for 5% of the evaluation score. Yet on page 25 of Appendix A (SOW), Section 7.1 states that “The Quality Control Plan shall be submitted to County Project Manager or designee for review ten (10) business days *after* the effective date of the contract.”

- Do we need to submit a QCP with the proposal or after the contract has been awarded?

Response: A Quality Control Plan, which is part of the Proposal, is required at the time of submission and will be evaluated accordingly. The Contractor, if so selected, will need to submit the Quality Control Plan again within ten (10) Business Days after the effective date of the Contract in accordance with Paragraph 7.0. (Quality Control), of the SOW.

40. Who is eligible for this contract? Are county agencies eligible?

Response: Any organization that meets the Minimum Mandatory Requirements and can provide the required services are eligible.

41. Does the county intend to award one contract, or multiple contracts?

Response: One Contract will be awarded.

42. Will the County please provide the post-award program implementation timeline?

Response: The Program is expected to start in March 2016, and Services shall start in 30-60 days from Contract execution.

43. Is there anything from the Mandatory Proposer's Conference that was not included in the RFP or the three bulletins?

Response: No.

44. Is there a page limit for the proposal? What is and is not counted towards the page limit (ie: attachments, resumes, job descriptions, quality control plan, budget, org chart, cover letter, etc.)?

Response: There is no page limit requirement for this RFP Solicitation. The latter part of the question is not applicable.

45. Is there a specific percentage required for Recycled Bond paper? i.e. 30%, 50% or 100% recycled bond paper?

Response: The Contractor shall agree to use recycled-content paper to the maximum extent possible on this Contract, but there is no specific percentage requirement for recycled-content paper usage.

46. Are there specific writing requirements, such as font sizes, single or double spacing, margin size, page limitations, etc., when responding to requirements or writing proposal?

Response: No.

47. Can proposal be printed on double sided to conserve the environment?

Response: Yes.

48. 48a -At what point is an individual counted as successful enrollment?

Response: Upon enrollment in an ATC or Post-release program.

48b - Does that include post release?

Response: Post-release and ATC.

49. When does the enrollment date start?

Response: When they begin the ATC program or released into a post-release program.

50. 50a- If we want someone dis-enrolled from the program, we have to write a letter describing that decision, is that correct?

Response: If that is an alternative custody individual, the Contractor should document it, and contact the County Project Director/Manager as soon as possible via phone or email, then follow-up in writing.

50b- What about the non-ATC?

Response: The Contractor should also contact the County Project Director/Manager in writing and let the Department know if the case management plan would be different because that person is no longer in the system.

51. Will these answers come out in writing?

Response: Yes.

52. In regards to the database, once established, will the Department need access?

Response: Yes, the Department will need access to the database.

53. - How does reimbursement work once we agree on a fixed fee?

Response: The Contractor will need to submit a monthly invoice to the County Project Manager for the agreed monthly payment.

54. What other criteria besides the number of participants enrolled, will the Department require to show the program is successful?

Response: The Program will be considered successful if the targeted goals are achieved.

55. Will we have to submit invoices every month for reimbursement?

Response: Yes.