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June 8, 2016

**ADDENDUM THREE
TO THE REQUEST FOR PROPOSALS
FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES
RFP CMD #16-01**

This is Addendum Three to the Refugee Employment and Acculturation Services Request for Proposals (RFP CMD #16-01), which was released on May 13, 2016.

Part One of this addendum contains portions of the RFP that have been revised. Part Two of the addendum contains the answers to the questions that were received by 5:00 P.M. on May 25, 2016, both in writing and at the Proposer's Conference.

The information contained in this Addendum Three supersedes any related information previously provided.

The Addendum will be posted on the following websites:

<http://www.ladpss.org/dpss/contracts/default.cfm>

and

<http://doingbusiness.lacounty.gov>

Proposals are due and must be received by DPSS no later than 12:00 P.M. Pacific Time, June 30, 2016. No late proposals will be accepted.

Please continue to access the above-mentioned websites for updates.

"To Enrich Lives Through Effective And Caring Service"

ADDENDUM THREE
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Addendum Three to the Request for Proposals, RFP CMD #16-01 shall cause the following revisions;

1. RFP, Purpose-Agreement for Refugee Employment and Acculturation Services, Subsection 2.1, Purpose of the RFP, has been revised to read as follows (*revision italicized and strikethrough*):

2.1 PURPOSE OF THE RFP

This RFP is designed to obtain proposals from qualified organizations (herein referred to as Proposers) who understand the unique needs of refugees and will consider collaborating with other public and private non-profit organizations, to implement and provide culturally and linguistically sensitive full-service Welfare-to-Work (WtW) case management services, in an effort to meet the needs of the refugee population as described in subsection 2.2 below. Only one proposal will be considered from each proposer. Proposers who subcontract with public or private non-profit organizations to provide REAS; and Proposers who subcontract a higher percentage of the total caseloads for REAS Case Management, Family Stabilization, and CaWORKs SB1041 services, as described in Appendix A, Statement of Work (SOW), will be given higher consideration.

Proposers should describe their plan to provide REAS throughout the County. If the Proposer will subcontract, the plan should include a description of the REAS each subcontractor will be providing, and the percentage of the total caseload that will be subcontracted to each subcontractor. The proposers will be required to provide ~~various satellite offices throughout the County in order to minimize travel time for participants, and optimize accessibility~~ **at a minimum one office in/around the Glendale/Burbank area, another office in the San Gabriel Valley area, another office in the Torrance/Hawthorne/South Bay area, another office in the West Los Angeles area, and an office in the Tarzana/Van Nuys/Reseda/West Valley area.**

Proposals should describe innovative strategies to move eligible individuals into self-sustaining employment, upwardly mobile career paths, higher earning potential and ultimately, self-sufficiency; and describe the plan in addressing the various employment barriers, and the language and cultural needs of the Participants.

2. RFP, Section 7.0, Proposal Submission Requirements, Subsection 7.12, Cost Proposal Format, has been revised to read as follows (*revisions italicized*):

7.12 Cost Proposal Format

Proposals must be submitted in the format described below, both as to sequence and content. Failure to comply with these provisions may, at the sole discretion of the Director of DPSS, result in disqualification of the proposal.

Cost Proposals are to be separated from the Business Proposal and sealed in an envelope, box, or other secured method. Sealed Cost Proposals may be included in the same box as the Business Proposals.

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The Cost Proposal must contain cost detail and demonstrate that the proposed cost is realistically based on reasonable costs specific to the Contract. Therefore, the Proposer should strive to meet these objectives. Although the County has as its primary objective the successful placement of REAS Participants into unsubsidized, sustained employment with the ultimate goal of self-sufficiency, it is also an objective to engage in cost-effective endeavors to achieve potential savings.

Bid prices must be firm and fixed for the term of the Contract. Proposers shall use the format found in Appendix D, Required Forms, Form D-11, Required Bid Sheet, Form D-13, Budget Sheets and Budget Narrative, and Form D-14, Employee Monthly Benefits Sheet. *Separate Budget Sheets, Form D-13 shall be submitted for REAS Case Management Services, Family Stabilization, and CalWORKs SB1041. Budgets for ESSA and TAD will be submitted prior to Contract execution by the proposer who is awarded the Contract.*

3. Appendix A, SOW, Section 3.0, Contractor Responsibilities, Subsection 8.8, Hours of Operation, has been revised to read as follows:

3.8 Hours of Operation

The Contractor shall be available to provide the services detailed in the Statement of Work at a minimum of eight (8) hours a day, between 8:00 A.M. to 5:00 P.M. Monday through Friday, excluding on County recognized holidays, *at all the service offices established by the Contractor (see Technical Exhibit B-24).*

4. Appendix A, SOW, Section 5.0, Specific REAS Components and Activities, Subsection 5.5, Self-Initiated Program (SIP), has been revised to replace the Forms Manual Letter number to read as follows (revisions italicized):

5.5 Self-Initiated Program (SIP)

Contractor must assess all CalWORKs-eligible REAS Participants for a Self-Initiated Program (SIP) eligibility. **SIP eligibility is restricted to CalWORKs-eligible Participants only.** A SIP is identified as an undergraduate degree or certificate program that leads to employment and such employment is considered a demand occupation. Participants enrolled in a post-baccalaureate program that leads to a California teaching credential may be assessed for SIP eligibility. As a condition for SIP approval, the Participant must be enrolled in a SIP on or before his/her scheduled REAS Appraisal. The following conditions must apply for approval of a SIP activity:

- The REAS Participant must be enrolled in a SIP program prior to REAS Appraisal,
- The SIP program must be considered a demand occupation as described in DPSS Forms Manual Letter #5134,
- The SIP program must lead to employment, and
- The REAS Participant must be making satisfactory progress.

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Contractor shall refer to DPSS Forms Manual #5134, GN 6141- "Los Angeles County Listing of Approved Self-Initiated Programs (SIP) Which Lead to Employment". Contractor can access the listing through the GAIN/REAS Online Policy (See Appendix B, Technical Exhibits, Exhibit B-1).

5. Appendix A, SOW, Section 5.0 Specific REAS Components and Activities, Subsection 5.8. Work Experience (WEX), Paragraph 5.8.1, REAS Work Experience (RWX), has been revised to replace all references to WEX or REAS WEX with RWX (revisions italicized):

5.8.1 REAS Work Experience (RWX)

To address the acculturation needs of the refugee population, Contractor with the authorization of the County, may recruit *RWX* sites that are sensitive to the needs of the REAS population. *RWX* employers/providers secured by the REAS Contractor will exclusively serve REAS Participants referred by the REAS Case Managers.

Contractor shall track all *RWX* employers/providers. Refer to Appendix A, Statement of Work, Section 9.0, Performance Requirement Summary, Subsection 7.1, Key Measure #11. The Contractor is responsible for ensuring the *RWX* employers/providers comply with REAS requirements.

Contractor and the *RWX* Employer/Provider shall enter into an agreement utilizing the REP 1, Refugee Employment Program (REP) Work Experience (WEX) Worksite Agreement, Appendix B, Technical Exhibits, Exhibit B-16. The agreement must be completed for each Participant assigned to the *RWX* activity. The completed agreement must be on file with the Contractor by the 15th day from assignment to the *RWX* Employer/Provider. The signed agreement must be retained in the Participant's permanent case folder. Failure to obtain/retain a signed and completed REP 1 agreement by the due date is cause for removing the Participant from the activity.

The Contractor shall also obtain a completed REP-2, REP WEX Monthly Performance and Attendance Verification, Appendix B, Technical Exhibits, Exhibit B-17, from the *RWX* employer for each participant.

The Contractor shall monitor, verify, and obtain documentation of all actual hours of participation in a *RWX* activity. The number of hours allowable in *RWX* participation is subject to the CalWORKs/CalFresh formula. Refer to current policy for calculation details.

The Contractor shall ensure the GN 6365, Monthly Attendance Report Form, Appendix B, Technical Exhibits, Exhibit B-9 or (equivalent if approved by the County, in writing) is completed on a monthly basis for each Participant assigned to a *RWX* activity.

The Contractor shall evaluate the *RWX* employer/provider participating in the REAS WEX activity based on the following criteria:

- (a) The delivery of services.
- (b) Total number of REAS Participants trained.

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- (c) Total number of REAS Participants offered unsubsidized employment by the employer.

Contractor shall track their referrals to ensure that the *RWX* site has a history of providing unsubsidized employment to participants successfully completing their *RWX* training. If the *RWX* employer/provider does not reasonably meet the above-mentioned criteria, the *RWX* employer/provider will be removed from the *RWX* log.

DPSS reserves the right to authorize the continued participation of employers/providers which provide *RWX* services to REAS Participants. DPSS may terminate the use of any the *RWX* employer/provider that violates any law, rule, or regulation, or fails to meet the performance criteria, or engages otherwise in activities deemed inappropriate.

6. Appendix A, SOW, Section 5.0, Specific REAS Components and Activities, Subsection 5.8. Work Experience (WEX), Paragraph 5.8.2 has been revised to read as follows (revisions italicized):

5.8.2 WEX Time limits

WEX participation is limited to a maximum of twelve (12) months. Participation in a WEX activity shall be limited to six (6) months at the *RWX* site assigned. Upon the *end of six month WEX* assignment, Participants shall engage in a job search activity a minimum of a three-week period.

In the event employment is not obtained at the conclusion of his/her (6) month WEX participation, a Participant may extend WEX participation for an additional six (6) months with a different *RWX* site.

7. Appendix A, SOW, Section 6.0, Welfare-to-Work Requirements – Tasks and Deliverables, Subsection 6.10. Bypassing Job Club, has been revised to revise the number of the link referenced and read as follows (revisions italicized):

6.10 Bypassing Job Club

REAS Participants may be allowed to bypass Job Club if one of the following is met:

- Employed full-time;
- In an approved SIP and the JCL schedule would interfere with the schedule of classes;
- Self-declared via the PA 1913; or identification through the GN 6140A (See GAIN/ REAS Online Policy, Appendix B, Technical Exhibits, Exhibit B-1) of a need for immediate counseling or treatment services for Domestic Violence, Mental Health or Substance Use Disorder; or identification through the PA 1923, reverse referral.
- Exempt from participation;
- Required to participate in Cal-Learn (See GAIN/ REAS Policy, Appendix B, Technical Exhibits, Exhibit B-1 Link 3);

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- 19 years old and has not yet earned a high school diploma or equivalent certificate;
- Referred to a Learning Disability Evaluation; or
- In any instance in which the RCM identifies another reason not listed above for bypassing JCL, on a case-by-case basis and in conjunction with DPSS, will determine if it would be beneficial for the Participant not to attend JCL.

Whenever a Participant meets the criteria for bypassing JCL, and if approved by Program staff, the Contractor shall refer the Participant to Vocational Assessment, Clinical Assessment, and/or In-House Job Search (See Appendix B Technical Exhibits, Exhibit B-1 (*Link 3*)); refer to current policy on referral instructions.

8. Appendix A, SOW, Section 9.0, Performance Outcome Measures, Subsection 9.2, Performance Requirements Summary (PRS), Paragraph 9.2.5 has been to read as follows (revision in strikethrough).

9.2.5 Criteria For Acceptable or Unacceptable Performance

Determination of the number of defects that renders a service unsatisfactory:

A sample is selected at random so that it will be representative of the entire population. It is compared to the standard and conclusions are made about Contractor performance for the whole group. The random sampling plan includes the following information:

1. *Acceptable Quality Level (AQL)* - The maximum percent or number of defects that can be accepted and still meet the contract Standard for satisfactory performance;
2. *Lot Size* - the total number of unit or services to be provided;
3. *Sample Size* - the number of units to be checked in a given time period; and
4. *Acceptance/Rejection Numbers* - the numbers that indicate whether the lot is acceptable or unacceptable.

The AQL for each sampling is taken from the PRS. The lot size is determined by estimating how often Contractor will provide a service during the sample period. To ensure each service has an equal chance of being selected, a random number table is used to determine the sample.

~~The *Unsatisfactory Performance Indicator (UPI)* points assessed from the sample size shall be applied to the lot size. For example, a sample size of 100 selected from a lot size of 1000, with an AQL of 10 percent, allows for 10 acceptable discrepancies. If 12 discrepancies are found, the entire lot is considered unsatisfactory. For example, if five points (5) per incident are to be assessed, the following formula is used:~~

~~➤ $12 \div 100 \text{ (sample size)} = 12\%$~~

~~➤ $12\% - 10\% = 2\% \text{ over the AQL}$~~

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➤ ~~12% x 1000 (lot size) = 120 (# of unacceptable discrepancies)~~

➤ ~~120 x 5 (UPI Points) = 600~~

~~When services are determined to be unsatisfactorily performed in the time stipulated, County may still desire the service properly performed prior to the next scheduled performance review. Not all performance measurements are based on a sample or the above calculations. Those measurements that are based on the total number in the population are identified thusly on the REAS Performance Requirements Summary Chart, set forth in Subsection 10.3 herein.~~

9. Appendix A, SOW, Section 9.0, Section 9.0, Performance Outcome Measures, Subsection 9.2, Performance Requirements Summary (PRS), Paragraph 9.2.6 has been to read as follows (revision in strikethrough).

9.2.6 Remedy of Defects

Notwithstanding a finding of unsatisfactory service ~~and assessment of UPI~~, Contractor must, within a period specified by County, remedy any and all defects in the provision of Contractor's services and, as deemed necessary by the CCA, perform such services at an acceptable level.

10. RFP, Appendix D, Required Forms, Required Form D-1, Proposers Organization Questionnaire/Affidavit, has been deleted and replaced with Attachment I.
11. RFP, Appendix D, Required Forms, Required Form D-2, Prospective Contractor Reference, has been deleted and replaced with Attachment II.
12. RFP, Appendix D, Required Forms, Required Form D-9, Attestation of Willingness to Consider GAIN/GROW Participants, has been deleted and replaced with Attachment III.
13. RFP, Appendix D, Required Forms, Required Form D-13, Budget Sheet, has been deleted and replaced with Attachment IV.
14. RFP, Appendix D, Required Forms, Required Form D-20, Contractor's Certification of Office Location, has been deleted and replaced with Attachment V.
15. RFP, Appendix B, Technical Exhibits, Technical Exhibit B-25, REAS CalWORKs and Non-CalWORKs Case Management Flow Charts, has been deleted and replaced with Attachment VI.
16. RFP, Appendix B, Technical Exhibits, Technical Exhibit B-28, ESSA Request for Services and Enrollment Form, has been deleted and replaced with Attachment VII.
17. RFP, Appendix B, Technical Exhibits, Technical Exhibit B-29, TAD Request for Services and Enrollment Form, has been deleted and replaced with Attachment VIII.
18. REP, Appendix C, Sample Contract, Standard Exhibit AA, Contractor's Certification of Office Location, has been deleted and replaced with Attachment IX.
19. REP, Appendix C, Sample Contract, Standard Exhibit DD, Sample Monthly Invoices, has been deleted and replaced with Attachment X.

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- Question 1: Are the years required in Section 3.0, Proposer's Minimum Requirements, Subsection 3.1 required of the Owners//Director or are the years or experience required based on the agency's incorporation date?
- Answer 1: The Proposer should provide a summary of relevant experience as an organization/corporation in case management services, or services substantially similar to the services as an organization or corporation. Please refer to RFP, Section 3.1, Page 7.
- Question 2: The RFP does not indicate the total funding amount. What is the total funding amount available?
- Answer 2: The total funding amount for the Contract period is hard to predict as the Federal Funding Levels are determined by the number of new refugee arrivals, in addition to the number of refugees in receipt of public assistance in counties throughout the State. Proposers shall demonstrate that their proposed cost is based on realistic and reasonable costs specific to this Contract. Please refer to answer #55.
- Question 3: What prompted the change [from five contractors to one contractor to provide services throughout the County] for the RFP to indicate that only one proposer will now be selected to provide services?
- Answer 3: A continuous decrease in funding from the Office of Refugee Resettlement/Refugee Program Bureau with a concurrent decline in REAS/REP caseload.
- Question 4: Can an agency subcontract with more than one contractor when proposals are being submitted?
- Answer 4: Yes, contractors can subcontract with more than one contractor.
- Question 5: Is there a limit to the number of subcontractors a contractor can have?"
- Answer 5: There is no limit to the number of subcontractors a contractor can have. However, proposers who subcontract with public or private non-profit organizations to provide REAS; and Proposers who subcontract a higher percentage of the total caseloads for REAS Case Management, Family Stabilization, and CalWORKs SB1041services, will be given higher consideration.
- Question 6: Does the contractor have to subcontract caseloads for Case Management, Family Stabilization, and CalWORKs SB1041equally to subcontractors?
- Answer 6: No, the contractor does not have to subcontract equally to subcontractors. If the Proposer will subcontract, the plan should include a description of the REAS each subcontractor will be providing, and the percentage of the total caseload that will be subcontracted to each subcontractor. RFP, Subsection 2.1, Page 2.

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- Question 7: Do subcontractors need to have prior experience in working with refugee population?
- Answer 7: This RFP is designed to obtain proposals from qualified organizations who understand the unique needs of refugees in an effort to meet the needs of the population. Per RFP Subsection 3.1, Proposers must have, by proposal submission due date, a minimum experience of three years out of the last 10 years providing case management services, or services substantially similar to the services required in this RFP. Only the Proposers' experience will be considered.
- Question 8: Can a contractor subcontract services to chapters within its own organization?
- Answer 8: Further clarification on this question was needed and solicited at the Proposers Conference; however, clarification was not provided. Per RFP Subsection 1.3, Collaboration and Subcontracts, Proposers are encouraged to work collaboratively with public or private non-profit organizations to carry out the goals of this program by subcontracting a percentage of the caseloads for REAS Case Management, Family Stabilization, and CalWORKs SB1041.
- Question 9: RFP Paragraph 2.4.2, Contract Rates. Does the subcontractor have to provide services at the same rate as determined by the contractor?
- Answer 9: It is the Proposer's responsibility to negotiate rates with subcontractors.
- Question 10: RFP Section 7.10, A minimum of 2 separate CDs containing files in Adobe Acrobat 7.0 Professional format, shall be labeled and submitted for each Proposal as follows: Should each disk have a copy of the complete proposal (Business Proposal, Cost Proposal, Financial Statement)? Should the files be submitted on the CDs as separate files, or should all files on the CD be combined into one PFD file?
- Answer 10: The Proposer should submit (2) separate CDs containing all of the following: Business Proposal, Cost Proposal, Financial Statement and Documents/pages identified as trade secrets, proprietary and/or confidential, if none, so state. Please refer to RFP, Section 7.10, Page 29.
- Question 11: RFP Section 7.11.10. I, Facilities/Equipment. Do we need to provide a comprehensive list of computers at all sites, including subcontractor sites and computers?
- Answer 11: List any equipment that will be used for providing services under this contract.

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- Question 12: RFP Section 3.1, Proposer’s Minimum Requirements. Proposers must have, by submission due date, a minimum experience of three years out of the last ten years providing case management services or services substantially similar to the services required in this RFP. On Form D-3 proposers can only list contracts where we provided sustainably similar scope of service for the past 3 years. This seems inconsistent. Should we be reporting 10 years of experience on Form D-3?
- Answer 12: Proposer shall Require Form D-3 to provide a list of contracts the Proposer has had with the County of Los Angeles within the last three years. If the Proposer is using a contract that falls within this criteria to meet the Minimum Mandatory Requirements, that contract shall be included in Required Form D-3.
- Question 13: RFP Section 6.5.2 Transitional Job Opportunities Program. Transitional Job Opportunities (TJO) vendors must request the preference in their solicitation response and may not receive the preference until their certification has been affirmed by the applicable department. Section 6.5.3, page 24, states ...Proposer must complete the Transitional Job Opportunities Preference Application in Appendix D- Required Forms – form D-16 and submit it along with all supporting documentation with their proposal. Does the Proposer have to do make sure the form gets to the “Applicable Department”, or does the County take care of this?
- Answer 13: It is the responsibility of each County Department to certify if a Contractor/Proposer is a transitional employer. If a Proposer wants to apply for the preference, it should be done by completing Required Form D-16 and submitting with all the required back-up documentation at the time of proposal submission.
- Question 14: RFP Section 2.4.1 Anticipated Contract Term. This Contract is anticipated to commence on December 1, 2016. The new contract year will start one month prior to the end of the current contract with REP providers. Is it possible that these two contracts serving the same population will overlap during the month of December?
- Answer 14: During the transition period of 30 days, the existing contractor will continue to provide REP services.
- Question 15: RFP Section 4.1111.A.1.e, Qualifications of Staff. Include resumes with, at minimum, the criteria listed in RFP Section 7.11.11, above. Do resumes and job descriptions required in Section 4 count toward the page limit?
- Answer 15: Yes, the resumes for the Contract Manager and the resume for the Back-up Contract Manager count toward the page limit. As indicated in Section 7.11.11A of the RFP, proposers have a limit of 15 pages to provide the Qualifications of Staff.

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- Question 16: RFP Section 2.1, Purpose of RFP; SOW Section 3.2, Office and equipment/Supplies and Section 3.8, Hours of Operation. As the Contractor is required to have satellite office throughout the County, please clarify the requirements for the satellite offices, including hours of operation, staffing, and equipment?
- Answer 16: RFP has been revised to delete all references to satellite offices via this addendum.
- All services offices must fulfill the requirements as specified in the RFP, Sample Contract and/or Statement of Work. Per SOW, Subsection 3.8, Hours of Operation, Contractor shall be available to provide the services as detailed on the SOW a minimum of 8 hours/day, between 8:00 A.M. and 5:00 P.M. Additionally, Contractor shall furnish office space, equipment and supplies as provide in the SOW, Subsection 3.2, Office Space and Equipment/Supplies.
- Question 17: May a single bidder apply as a “Lead” agency and also be included as a Subcontractor under another “Lead/Bidder”?
- Answer 17: Yes. Proposers can submit a proposal as the “Lead” proposer, and also be a subcontractor under another ”Lead” proposer’s proposal.
- Question 18: Which sections must include details for Subcontractors, such as: Background & Experience, References, Financial Capability, Pending Litigation, and Plan for Multi-Cultural thru Staffing Plan? With limited page numbers, do we add subcontractor’s information?
- Answer 18: Subcontractor information must be provided as follows: Per RFP Paragraph 7.11.10, if Subcontracting to provide any of the services as outlined in the Appendix A, Statement of Work, the Proposer shall identify those services where applicable in Paragraph 7.11.10. Per Paragraph 7.11.11, Proposer must include staffing plans for all Subcontractors. Per Paragraph 7.11.14, the REAS that each Subcontractor will provide must be outlined in this section. Proposers should adhere to the page limits as prescribed in the RFP.
- Question 19: What type of budget detail is required for subcontractors? (etc., budget forms)
- Answer 19: See revised Appendix D, Required Forms, Form D-13, Budget Sheet Format, provide with this addendum, in which contractors are required to provide the total Contract Cost allocated to Subcontracting Costs. Proposers shall also provide this information in the Budget Narrative
- Questions 20: Is there an indirect cost rate limit?
- Answer 20: There is no indirect cost rate limit. Any non-Federal entity may use the negotiated indirect costs rate which is approved and negotiated by the Feds. Any non-Federal entity that has never received a negotiated indirect cost rate

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may elect to charge 10% of modified total direct costs. The modified total direct costs is in part direct salaries and benefits, materials and supplies, travel, and sub awards and subcontracts up to the first \$25,000. It excludes equipment, capital expenditures, charges for patient care and rental costs.

Question 21: Why is a bidder limited to only one proposal submission?

Answer 21: Per RFP Section 1.0, only one Proposer will be selected to provide services throughout the County.

Question 22: Please clarify address on RFP, RFP CMD#16-01 or RFP REAS#16-01?

Answer 22: All proposals shall be mailed or delivered to:

County of Los Angeles
Department of Public Social Services
Contract Management Division
12900 Crossroads Parkway South
City of Industry, CA 91746
Attn: Jacqueline Cooper, Administrative Services Manager I

The number of the RFP is CMD# 16-01.

Question 23: The fixed fee request is very difficult over a 3-year period. Can you explain why there is no flexibility? Is there a reason why? The fixed fee leaves no room for salary cost of living changes, etc.?

Answer 23: Per California Department of Social Services, Contracts shall include a provision specifying the use of the firm-fixed method of reimbursement; except for contracts for services provided by federal, State, or local government agency or public educational institution, in which case an actual cost method of reimbursement shall be used. The Contract does not provide for Cost of Living Adjustments.

Question 24: Equipment: Can we add cost of equipment to our budget?

Answer 24: Yes. Proposer shall consider all of the cost of providing services under this contract when submitting their Cost Proposal.

Questions 25: Which box should CDs be submitted in since some CD will contain both business and cost information.

Answer 25: CD's can be place in any box as long as they have the correct labeling as instructed in the RFP.

Question 26: Would the County consider extending the due date of June 20th which gives Proposer's only 30 days to create a new model of service delivery with multiple subcontracts possibly?

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- Answer 26: Per Addendum Two, the Proposals Due Date was extended until June 30, 2016.
- Questions 27: In the past, resumes were viewed as separate attachments, can we attachment them to meet the page limit requirement?
- Answer 27: Please refer to Answer #15.
- Question 28: When is the deadline for questions to be answered after today's Proposer's Conference?
- Answer 28: Today, Wednesday, May 25th at 5:00 P.M.
- Question 29: Regarding information on subcontractors, is there no exception for adding detail on subcontractors since there is a page limit?
- Answer 29: Proposers shall adhere to the page limits as indicated on the RFP.
- Question 30: Can Contractor subcontract any or all direct services including ESSA and TAD services?
- Answer 30: If the Proposer subcontracts, the plan should include a description of the services each subcontractor will be providing.
- Question 31: Can Contractor subcontract other supportive functions such as the contract monitoring/compliance function, acculturation classes, etc.?
- Answer 31: It is the Contractor's choice on how to subcontract out services.
- Question 32: What is the expected date that the successful bidder will be notified?
- Answer 32: Non-selected Proposers and the Selected Proposer will be notified once the evaluation process is completed as prescribed in RFP Section 8.0, Selection Process and Evaluation Criteria. The Board of Supervisors makes the final decision regarding the selected proposal and retains the right to exercise its judgment concerning the selection of the proposal and the terms of any resultant agreement, and to determine which proposal best serves the interest of the County, see RFP Subsection 4.1, Final Contract Award by the Board of Supervisors.
- Question 33: PROPOSERS MINIMUM MANDATORY REQUIREMENTS;" A RESPONSIBLE PERSON TO MAINTAIN ALL ADMINISTRATIVE RECORDS. . . ". RFP Section 7.11.11.A.3 Proposers Management Staff Qualifications is referenced). Could the responsible person for this be the Contract Manager?
- Answer 33: Yes, a "Responsible person" is assigned in a management capacity on any part of this project.

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- Question 34: Is it appropriate to request a Solicitation Requirements Review if the concern does not fall into 4a or 4b – for example such as in the case of AQL % rates?
- Answer 34: A request for Solicitations Requirements review may be denied, in the Department’s sole discretion, if the request does not satisfy the criteria as prescribed in RFP Subsection 7.5, Solicitations Requirements Review.
- Question 35: “Each proposal must be bound.” Define bound.
- Answer 35: The content of the proposal should be ‘held’ together in the sequence set forth in RFP Subsections 7.11, Business Proposal Format; and 7.12, Cost Proposal Format (e.g. proposal can be submitted in a three ring-binders).
- Question 36: “The County reserves the right to waive any informality in a submitted proposal.” What does this mean?
- Answer 36: Per RFP Subsection 7.10, Preparation of the Proposal, the response to the RFP shall be made according to RFP Subsections 7.11, Business Proposal Format; and 7.12, Cost Proposal Format. Failure to adhere to the specifications prescribed in Subsection 7.11 and 7.12 can result in rejection of a proposal. However, the County reserves the right to waive any informality in adhering to these RFP Subsections.
- Question 37: Are details on subcontractors needed in every section of the business proposal – subsections 3.1 – 3.4 and/or is all detail on sub-contractors provided under Section 7?
- Answer 37: Only the Proposers experience and ability to provide the required services will be evaluated to meet the Proposer’s Minimum Mandatory Requirements as required in Section 3.0, Proposer’s Minimum Mandatory Requirements. Per Section 7.11.10, if Subcontracting to provide any of the services as outlined in the Appendix A, Statement of Work, the Proposer shall identify those services where applicable in Section 7.11.10. Per Section 7.11.11, Proposer must include staffing plans for all Subcontractors. Per Paragraph 7.11.14, the REAS that each Subcontractor will provide must be outlined in this section.
- Question 38: What is the Contractor Alert Reporting Database? Please explain this process and the point deductions.
- Answer 38: The Contractor Alert Reporting Database (CARD) is the Countywide system that alerts the County of poorly performing Contractors. The County will review each CARD record individually. Per RFP Paragraph 8.4.1, Proposers Qualifications, the review can result in a point deduction, up to 100% of point awarded in this category, which weight 10% of the total possible RFP Points.

ADDENDUM THREE
PART TWO

- Question 39: Are subcontractors acceptable to name as references?
- Answer 39: All contracts or business arrangements where the required service or substantially similar scope of services were provided, within the last five years can be used as references.
- Question 40: Service providers will be just one come December 1st. How will current agencies transition? How will things work when contract is executed?
- Answer 40: There will be a transition period of 30 days to allow transfer of cases.
- Question 41: When was the deadline for questions to be answered at Proposer's Conference?
- Answer 41: 48 hours prior to Proposer's Conference.
- Question 42: What can be contracted out?
- Answer 42: All REAS can be contracted out. Higher consideration is given to those who subcontract a higher percentage of the caseloads for REAS Case Management, Family Stabilization, and CalWORKs SB1041.
- Question 43: Do you want documents in the CD's in PDF format?
- Answer 43: Yes, all files in submitted in the CD's should be in PDF format.
- Question 44: When applying for a preference with the County, do we submit application to both "applicable department" and DPSS?
- Answer 44: Please refer to Answer #13 regarding application/certification processes for TJO preference.
- For the LSB and DVBE, if applying for preference, the proposer should complete the applicable Required Form and submit it with all necessary back-up documentation with their proposal to this Department as prescribed in the RFP. It is the proposer's responsibility to be certified as LSB and/or DVBE with the appropriate entity.
- Question 45: Can five offices belong to both contractor and subcontractor?
- Answer 45: Yes.
- Question 46: What kind of budget format for Subcontractors?
- Answer 46: Please refer to Answer #19.
- Question 47: Please provide estimated annual funding levels for REAS services.
- Answer 47: Please refer to Answers #2 and #55

ADDENDUM THREE
PART TWO

- Question 48: After contract is awarded and in the future funds are no longer available for REAS services will the Contractor be compensated for the cost of early termination of the contract - penalties for early termination of leases, etc.
- Answer 48: If the necessary approval, funding or appropriations are not forthcoming, or are otherwise limited or curtailed, the County may immediately, with ten-day advanced notice, terminate, reduce, or modify the Contract without penalty (RFP Subsection 1.2, Availability of Funds). Proposers should take this into consideration when deciding whether to pursue a contract with the County of Los Angeles to provide these services.
- Questions 49: How can we budget if funding can run out or be reduced?
- Answer 49: Please refer to Answer #48.
- Question 50: Is there going to be a notice if funding will no longer be available. Will there be any explanation?
- Answer 50: Please refer to Answer #48.
- Questions 51: Can Contractors have written verification that new provider will be paid for first month in December 2016?
- Answer 51: The executed Contract will be your verification as the start date of the Contract will be December 1, 2016 and funding will be allocated for this month. Please note that the start date of the Contract is subject to change.
- Question 52: The regular case files are physical files do we throw them away? So offices would not maintain desk files? Are physical files going away? Offices will not maintain paper files?
- Answer 52: No, physical files shall not be thrown away. For participants where a case record is mandated (i.e. Domestic Violence cases), a participant folder shall be kept, identified by participant name and case number. Please refer to Section 6.5.2.13 of the SOW.
- Question 53: Is it possible for the Lead agency to contract out for everything except case management.
- Answer 53: It is the Contractor's choice on how to subcontract out services.
- Question 54: Can we include computer equipment in our budget?
- Answer 54: See answer to Question #24.
- Question 55: What is current contract amount given for REP?
- Answer 55: The total REP funding for the five contracts for FY 2015-16 (July 1, 2015 – June 30, 2016) is \$2,336,880.

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Question 56: Will contractor be given notice if funding stream is no longer available, such as TAD?

Answer 56: Yes. See answer to question #48.

Question 57: Concerned about previous transition. Some did not get paid. Are both old and new Contractors eligible for payment in transition month? Are both going to be paid at the same time? Different structure, transfer cases and new structure, how will compensated for both be executed? Executing plan for new structure and new services, will they be paid in December? Want to see all questions and answers posted on website? When?

Answer 57: As the new contract is scheduled to begin on December 1, 2016, the new contractor will be paid in December 2016. As the current contract has been extended through December 31, 2016, current REP Providers will be paid for any services provided in the month of December 2016. Contractors will be compensated after they submit complete and accurate invoices and the invoices are processed by the County. An addendum containing all questions and answers will be posted on June 8, 2016.

Question 58: Provide clarification between a satellite office and main office? Does Satellite Office have to open Mon-Fri, 8-5 with qualified staff person? Make recommendation to change wording to state satellite office in RFP? Will these offices located in RFP meet the one-hour transportation guidelines/requirements?

Answer 58: RFP has been revised to delete all references to satellite offices, see Item #1 of this Addendum Three.

All services offices must fulfill the requirements as specified in the RFP, Sample Contract and/or Statement of Work, Including SOW, Section 3.0, Contractor Responsibilities, Subsection 3.8 Hours of Operation, as revised by Item #3 of this Addendum Three.

Per Appendix B, Technical Exhibit B-24, "**At a minimum**, one office must be established in/around Glendale/Burbank area, another office in the San Gabriel Valley area, another office in the Torrance/Hawthorne/South Bay area, another office in the West Los Angeles area, and an office in the Tarzana/Van Nuys/Reseda/West Valley area." However, it is the responsibility of the Proposer to determine if additional service office(s) will be needed to fulfill the requirement that services offices shall be located within a travel time of one-hour (one-way) or two hours (round-trip) via public transportation to all participants served within Los Angeles County. Note that a service office is not necessary in every zip code listed on Technical Exhibit B-24.

Question 59: Is it possible for the Lead agency to contract out for everything except case management.

Answer 59: It is the Contractor's choice on how to subcontract out services.

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- Question 60: Can we include computer equipment in our budget?
- Answer 60: Yes. Please refer to Answer #54.
- Question 61: What is the REAS funding amount for the contract term?
- Answer 61: Please refer to Answer #2.
- Question 62: Regarding information on subcontractors, is there no exception for adding detail on subcontractors since there is a page limit?
- Answer 62: Proposer shall adhere to the page limits indicated in the RFP.
- Questions 63: If funding were to be increased, we have been told that money wouldn't necessarily trickle down to agencies as quickly. Is there a chance that fixed fee would be amended if there were to be an increase in funding?
- Answer 63: The rates shall be based on the estimated caseload demographics as set forth in Appendix B, Technical Exhibit B-24. County and Contractor can prepare and execute an amendment for any change which materially affects the Scope of Work, term, contract sum, payments, or any term or condition under the Contracts, as prescribed in Appendix C, Sample Contract, Subsection 8.1, Amendment. However, an increase in funding from any of the funding sources may not necessarily translate to an increase in funding for this Contract.
- Question 64: Once EDMS is implemented, will Contractor maintain participant case folders when a case folder is not mandated?
- Answer 64: No, Contractor will not have to maintain participant case folders when a case is not mandated. Only cases for participants where a case record is mandated (i.e. Domestic Violence cases), a participant folder shall be kept, identified by participant name and case number. Please refer to SOW Section 6.5.2.13.
- Question 65: SOW Subsection 3.2, Office Space and Equipment/Supplies, Paragraph 3.2.1, Can office computer, scanners, etc. be purchased with County funds?
- Answer 65: Contractors are responsible for office computers, scanners, etc. and should be included in the Contractor's Budget. See Answer to Question #24.
- Question 66: Technical Exhibit B-24, At a minimum, one office must be established in/around the Glendale/Burbank area, another in the San Gabriel Valley area, another in the Torrance/Hawthorne/South Bay are, another in the West Los Angeles area, and an office in the Tarzana/Van Nuys/Reseda/West Valley area. Can the five offices throughout Los Angeles County belong to both the contractor and/or its subcontractors?
- Answer 66: Yes.

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- Question 67: Per Appendix B, Section 6.0, Subsection 6.5, Paragraph 6.5.2.12, Case Management Operations and Other Tasks. Maintaining a physical/electronic case record. Contractor shall also ensure that a complete case record is maintained on LRS or the current document imaging system. Cross-reference with Section 6.22.4, Reporting and Record Keeping, page 132. Is the Contractor required to keep a physical AND electronic file per participant, or is one type sufficient?
- Answer 67: Per SOW, Section 6.5.2.13, Contractor shall be responsible to transition by imaging all physical paper cases into the LRS, utilizing the EDMS process within one year from the execution of this Contract. Contractor shall ensure to boost and scan current cases according to current procedures. Please note that some cases will continue be kept in a folder (i.e. Domestic Violence). A participant folder shall be kept only for participants where a case record is mandated.
- Question 68: Section 9.3 REAS Performance Requirements Summary Chart. The Chart reflects Fiscal Deductions and Other Remedies for Unsatisfactory Performance. Other County contracts offer a bonus for exceeding Contractor expectations or a financial penalty for not meeting expectations. Will this contract offer a financial bonus for exceeding expectations?
- Answer 68: The contract will not offer financial incentives for exceeding expectations
- Question 69: SOW Section 1.1, Scope of Work. "In order to provide effective and high quality service to the refugee population, Contractors are expected to subcontract with private and public nonprofit agencies to carry out the goals of the REAS program." Is it mandatory to have subcontractor(s)? Will be points be deducted if no subcontractors?
- Answer 69: It is not mandatory to have subcontractors, but proposers are recommended to subcontract with public or private non-profit organizations to provide REAS; and Proposers who subcontract a higher percentage of the total caseloads for REAS Case Management, Family Stabilization, and CalWORKs SB1041 services, as described in Appendix A, Statement of Work (SOW), will be given higher consideration.
- Question 70: Are refugees with diversity visa covered within this contract?
- Answer 70: No.
- Question 71: If there is a sudden influx of refugees (specific group) can the contract be amended to accommodate costs?
- Answer 71: Please refer to Answer #63.

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- Question 72: What kind of benchmark should we use for case managers?
- Answer 72: The County does not have a benchmark to use for case managers. Appendix A. Statement of Work, Subsection 3.0, Paragraph 3.1.7, provides that the Contractor shall assign a sufficient number of employees to perform the required work. The projected caseload is found in Technical Exhibit B-24.
- Question 73: Do satellite offices need to be fixed locations?
- Answer 73: See answers to Questions #16 and #58
- Question 74: Will Contractor and subcontractors have access to attend program training such as is provided by DPSS Academy? If not how will this type of training be done?
- Answer 74: Yes, subcontractors will have access to training.
- Question 75: How will a contractor know the arrival date if different from the date on the I-94 – what documentation will be required to determine? How will this apply to asylees who may be in the U.S. prior to obtaining an I-94 or green card?
- Answer 75: The I-94 is used to determine date of arrival. Asylum approval letter is used to determine date eligible for REAS services.
- Question 76: Will learning disability screening be available for Arabic, Farsi and Armenian speakers by the start of the Contract?
- Answer 76: Learning disability screening is only available in English.
- Question 77: Family Self-Sufficiency Plan: Is this a form/ document that the Proposer will create and must it be in place with the proposal?
- Answer 77: The Family Self Sufficiency Plan is a standard form provided by DPSS.
- Question 78: Family Self-Sufficiency Plan: Will there be a formal process in place to ensure acquiring the Resettlement Agency's Family Assessment? If not, what would be the consequence of not being able to obtain one?
- Answer 78: No. It is the Contractor's responsibility to initiate contact and develop a collaborative relationship with Resettlement Agencies to obtain the Participant's Family Assessment.
- Question 79: How is the connection with the Resettlement Agencies to be formalized? Who identifies the appropriate RA for each REAS participant? What about clients who do not have an RA?
- Answer 79: It is the Contractor's responsibility to initiate contact and develop a collaborative relationship with Resettlement Agencies. The Contractor shall identify the appropriate RA based on information provided by the Participant at the appraisal interview. Issue needs are to be documented.

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- Question 80: Who is the REAS Job Readiness and Career Planning Services Contractor? Did or has this function been released for competitive bid? If not, why? If yes, when?
- Answer 80: The Contractor for the REAS Job Readiness and Career Planning Services is the Los Angeles County Office of Education. This contract was not released for competitive bid because it was procured by negotiation.
- Question 81: Is standalone ESL an approval activity for any REAS participant? If so, please explain.
- Answer 81: No, this is an approved activity only for CalWORKs refugees under SB1041 or Family Stabilization.
- Question 82: Is the CalWORKs/CalFresh formula used to calculate WEX hours for non-CalWORKs REAS participants also?
- Answer 82: Regulations for WEX activity and hours for non-CalWORKs REAS participants are to mirror regulations for CalWORKs participants. Therefore, the same formula that applies to CalWORKs REAS participants' WEX hours of participation applies to non-CalWORKs REAS participants.
- Question 83: Should the second sentence read: "Upon the end of the sixth month"? 5.8.2
- Answer 83: Yes. See revision to that section of the SOW in this addendum.
- Question 84: Often arranging specialized supportive services for non-CalWORKs participants requires longer than the required one day (see pg. 156). Will the Contractor be penalized in this case?
- Answer 84: No, the Standard specified on SOW Section 9.3, Reference 6, applies only to CalWORKs SSS Participants.
- Question 85: Does IHJS allowable activities under REAS include independent (unsupervised) job search?
- Answer 85: IHJS must be supervised by Contractor's Business Services Specialist.
- Question 86: Is the CalWORKs/CalFresh formula used to calculate CS hours for non-CalWORKs REAS participants also?
- Answer 86: Regulations for CS activity and hours for non-CalWORKs REAS participants are to mirror regulations for CalWORKs participants. Therefore, the same formula that applies to CalWORKs REAS participants' CS hours of participation applies to non-CalWORKs REAS participants.

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Question 87: Will language % be cumulative for all subcontracted services under the lead agency?

Answer 87: Language percentage is based on individual offices.

Question 88: A copy of the REAS Family Self Sufficiency Plan is not included in the RFP – can a copy of the document be provided if different from the current form used?

Answer 88: The form has not changed. New form will be provided if and when the plan changes.

Question 89: FSSP is explained in considerable detail – will this data collection be available through an on-line system?

Answer 89: Data collection is gathered based on information available on LRS and information provided by the Participant at the appraisal interview conducted by Contractor and recorded at the FSSP.

Question 90: If a participant has a baccalaureate degree from a foreign country will he/she be eligible to participate in a SIP.

Answer 90: According to SIP policy, if the participant has a BA from a foreign country and it is recognized as a valid BA in United States, then the participant is not eligible to participate in SIP unless they are pursuing teaching credentials in California. However, if the participant has a BA from a foreign country and it is not recognized as a valid degree in United States, then the participant is eligible to participate in SIP.

Question 91: Will the Contractor refer all participants not meeting the program weekly hour requirement to job search at LACOE as stated in 6.9.1?

What is the process and will there be any restrictions to this?

Answer 91: Yes.

This will be a job club referral process as applicable. Contractor will evaluate on a case by case basis for restrictions, and seek DPSS program staff approval, as specified in Section 6.9.4.

Question 92: Please advise on this point [RFP SOW Subsection 6.11.4] for non-CalWORKs REAS participants.

Answer 92: Per REAS RFP SOW Subsection 6.11.4, this point does not apply to non-CalWORKs REAS participants.

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- Question 93: If a REAS participant is assigned to FS or SB1041 services will this requirement [SOW Subsection 6.14.4.11] still apply?
- Answer 93: Assignment to FS or SB 1041 services does not suffice as verification of good reason not to accept a job offer.
- Question 94: Have any REP cases been involved in Linkages Service Coordination services with DCFS in the past few years?
- Answer 94: Yes.
- Question 95: Will the enter employment rate 33% at the outset of the contract?
- Answer 95: The current enter employment rate is 33%; however, it is uncertain what it will be at the start of the new contract as the rate may vary every FFY.
- Question 96: Is the CaWORKs Employment Rate the same as the required Entered Employment Rate for REAS?
- Answer 96: No.
- Question 97: What determines the “points” to be assessed in the Unsatisfactory Performance Indicator (UPI)? Is this a dollar amount?
- Answer 97: Appendix A, SOW, Section 9.0, Performance Outcome Measures, Subsection 9.2 and Subsection have been revised to delete reference to UPI. Please refer to item #8 and item #9 of this Addendum Three.
- Question 98: AQL percentages are high for all areas – how were they determined? 95 – 100% compliance should be considered outstanding performance in any area.
- Answer 98: The AQL percentages as contained in the Performance Requirement Summary Chart, SOW Subsection 9.3, are the expected performance levels for the performance indicators identified, and are the same as in the current contracts. Proposers have the opportunity to take exception to these, and any other, requirements. RFP Subsection 7.11.13, Acceptance of Terms and Conditions provides the proposers the opportunity to take any exceptions.
- Question 99: What is the reasoning behind a 97% AQL for Learning Disabilities evaluation? A typical CMD case sample for monitoring purposes has been 20. One finding in this section would be unacceptable, and trigger a CDR.
- Answer 99: Please refer to Answer #98

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- Question 100: Why is one workday required for updates to LRS? If the data is correctly entered within 2 or 3 days what is the difference?
- Answer 100: It is Welfare-to-Work policy to update current system within the prescribed timeframes.
- Question 101: Why does the RFP include penalties for low performance but not a bonus' for high performance?
- Answer 101: The contract will not offer financial incentives for exceeding expectations.
- Question 102: RFP includes 3 different client counts – please provide the caseload count for April, 2016 with the same breakdowns as indicated on these three contract RFP pages.
- Answer 102: The caseload on page 208 represents potential Refugees registered in both REP and GAIN. The caseload on page 213 represents Refugees registered on REP at one point in time. Page 67 provides information on the projected caseload. Caseload count for April 2016 is not yet available due to the LEADER Redesign System conversion.
- Question 103: Participant referral process: Will DPSS refer directly to any subcontract agencies under a lead Contractor or will this be part of the Contractor responsibility?
- Answer 103: It will be the Contractor's responsibility to refer participants to their subcontractors.
- Question 104: Will DPSS directly monitor any subcontractors working under a lead agency or will this be part of the lead Contractor responsibility?
- Answer 104: It will be the Contractor's responsibility to monitor its subcontractors. However, it will also be the Contractor's responsibility to compile and provide to the County any files, data, and/or documentation necessary for monitoring.
- Question 105: Is it allowable for a lead Contractor to perform the OAP process and contract out post assessment services to subcontractors?
- Answer 105: Yes, however, the Contractor is required to provide details on how the process will work without a disadvantage to the participants. Ideally, participants will not have to go to different locations to receive services.
- Questions 106: Three-year contract – does the Contractor have the option to change or modify their subcontractor in year 2 or 3? Reason for change (change in refugee country of origin, subcontractor's performance, etc.).
- Answer 106: Yes. It is up to the Contractor how they deal with their subcontractors. However, the County reserves the right to approve or reject any of the Contractor's subcontractors.

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Question 107: Is there still only one budget modification allowed for the 3-year period?

Answer 107: Per Contract Subsection 5.7 Fund Reallocation, Paragraph 5.7.2, the Contractor is allowed one budget modification per fiscal year.

Question 108: Under RFP Section 7.11.11.A.1.e, can you clarify who is an appropriate for "client reference"? Service recipients or service providers?

Answer 108: A client reference should be a professional reference who is able to substantiate the individuals experience and qualifications.

Question 109: If our client reference does not have a fax number can we substitute this with their email address?

Answer 109: Yes.

PROPOSER'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT

Please complete, date and sign this form and place it as the first page of your proposal. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

1. If your firm is a corporation, state its legal name (as found in your Articles of Incorporation) and State of incorporation:

Name	State	
Year Inc.		

2. If your firm is a partnership or a sole proprietorship, state the name of the proprietor or managing partner:

3. If your firm is doing business under one or more DBA's, please list all DBA's and the County(s) of registration:

Name	County of Registration	Year became DBA
_____	_____	_____
_____	_____	_____

4. Is your firm wholly or majority owned by, or a subsidiary of, another firm? _____ If yes,

Name of parent firm: _____

State of incorporation or registration of parent firm: _____

5. Please list any other names your firm has done business as within the last five (5) years.

Name	Year of Name Change
_____	_____
_____	_____

6. Indicate if your firm is involved in any pending acquisition/merger, including the associated company name. If not applicable, so indicate below. Proposer is reminded that it must comply with the requirements of Section 5.19 of the Request for Proposal.

PROPOSER'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT - continued

Proposer acknowledges and certifies that it meets and will comply with all of the County policies and programs as listed in Sections 4.0; County's Rights and Responsibilities; Section 5.0, Proposer's Requirements and Certifications; and 6.0, County's Preference Program of the Request for Proposals.

Proposer acknowledges and certifies that it meets and will comply with all of the Minimum Mandatory Requirements listed in Section 3.0, Proposers Minimum Mandatory Requirements, of this Request for Proposal, as listed below.

- Yes No Proposers must have, by proposal submission due date, a **minimum experience of three years out of the last 10 years** providing case management services, or services substantially similar to the services described in the Statement of Work.
- Yes No Have a Contract Manager with a bachelor's degree in a related field (e.g., social work, public administration, psychology, etc.) with two years experience in the performance of case management services, or services substantially similar to the services required in this RFP, OR a minimum of three years experience in the performance of case management services, or services substantially similar to the services required in this RFP. (If the Contract Manager is not yet hired, the Contractor must include with its proposal the complete job specifications for this position.).
- Yes No Proposer must have, by proposal submission due date, a business office located within the County of Los Angeles, with a responsible person(s) to maintain all administrative records related to the Proposed Contract and financial reports that are required herein.
- Yes No Proposer must attend mandatory Proposer's Conference, as specified in this RFP, Subsection 7.8, Proposer's Conference.
- Yes No Comply with the Proposal's format and requirements set forth in the Business Proposal Format and the Cost Proposal Format, (see RFP Section 7.0, Subsections 7.11 and Subsection 7.12).

Proposer further acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final.

Proposer's Name: _____

Proposer's Address: _____

E-mail address: _____ Telephone Number: _____

Fax number: _____

On behalf of _____ (Proposer's name), I, _____
(Name of Proposer's authorized Representative), certify that the information contained in this Proposer's
Organization Questionnaire/Affidavit is true and correct to the best of my knowledge and belief.

Signature

IRS Employer Identification Number

Title

CA Business License Number

Date

County WebVen Number

PROSPECTIVE CONTRACTOR REFERENCES**Contractor's Name:** _____

List **five (5)** references where the required or substantially similar scope of services was provided within the last 5 years in order to meet the Minimum Requirements stated in this solicitation. Use additional sheets if necessary.

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	E-mail Address
Name or Contract No.	# of Years / Term of Contract (MM/YY – MM/YY)	Type of Service	Dollar Amt.	
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	E-mail Address
Name or Contract No.	# of Years / Term of Contract (MM/YY – MM/YY)	Type of Service	Dollar Amt.	
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	E-mail Address
Name or Contract No.	# of Years / Term of Contract (MM/YY – MM/YY)	Type of Service	Dollar Amt.	
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	E-mail Address
Name or Contract No.	# of Years / Term of Contract (MM/YY – MM/YY)	Type of Service	Dollar Amt.	
5. Name of Firm	Address of Firm	Contact Person	Telephone # ()	E-mail Address
Name or Contract No.	# of Years / Term of Contract (MM/YY – MM/YY)	Type of Service	Dollar Amt.	

ATTESTATION OF WILLINGNESS TO CONSIDER GAIN/GROW/REAS PARTICIPANTS

As a threshold requirement for consideration for contract award, Proposer shall demonstrate a proven record for hiring GAIN/GROW/REAS participants or shall attest to a willingness to consider GAIN/GROW/REAS participants for any future employment opening if they meet the minimum qualifications for that opening. Additionally, Proposer shall attest to a willingness to provide employed GAIN/GROW/REAS participants access to the Proposer's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

Proposers unable to meet this requirement shall not be considered for contract award.

Proposer shall complete all of the following information, sign where indicated below, and return this form with their proposal.

A. Proposer has a proven record of hiring GAIN/GROW/REAS participants.

_____ YES (Subject to verification by the County) _____ NO

B. Proposer is willing to consider GAIN/GROW/REAS participants for any future employment openings if the GAIN/GROW/REAS participant meets the minimum qualifications for the opening. "Consider" means that Proposer is willing to interview qualified GAIN/GROW/REAS participants.

_____ YES _____ NO

C. Proposer is willing to provide employed GAIN/GROW/REAS participants access to its employee-mentoring program, if available.

_____ YES _____ NO _____ N/A (Program not available)

Proposer Organization: _____

Signature: _____

Print Name: _____

Title: _____ Date: _____

Tel.#: _____ Fax#: _____

BUDGET SHEET FOR _____ SERVICES

DIRECT COST (List each staff classification)

Payroll:	FTE*	Hourly Rate	Monthly Salary
Employee Classification	_____	\$ _____	\$ _____
Employee Classification	_____	\$ _____	\$ _____
Employee Classification	_____	\$ _____	\$ _____
Others (Please continue to list)			
Total Salaries and Wages			\$ _____

*FTE = Full Time Equivalent Positions

Employee Benefits	No. of Employees	Monthly Cost per FTE
Medical Insurance	_____	\$ _____
Dental Insurance	_____	\$ _____
Life Insurance	_____	\$ _____
Other (list)	_____	\$ _____
Total Benefits		\$ _____

Payroll Taxes (List all appropriate, e.g., FICA, SUI, Workers' Compensation, etc.)	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
Total Payroll Taxes	\$ _____

Insurance (List Type/Coverage. See Sample Contract, Sub-paragraph 8.25, Insurance Coverage Requirements)	\$ _____
_____	\$ _____
_____	\$ _____
Vehicles	\$ _____
Supplies	\$ _____
Services	\$ _____
Office Equipment	\$ _____
Telephone/Utilities	\$ _____
Other (please continue to list)	\$ _____
Total Insurance/Misc. S & S	\$ _____

SUBCONTRACTED COSTS (Direct Services Provider Budget)

Subcontractor One	\$ _____
Subcontractor Two	\$ _____
(Please add additional lines for any additional Subcontractor)	
SUBCONTRACT COST - TOTAL	\$ _____

TOTAL DIRECT COSTS \$ _____

INDIRECT COST (List all appropriate)

General Accounting/Bookkeeping	\$ _____
Management Overhead (Specify)	\$ _____
Other (Specify)	\$ _____
TOTAL INDIRECT COSTS	\$ _____

TOTAL DIRECT AND INDIRECT COST \$ _____

PROFIT (Please enter percentage: _____%) \$ _____

TOTAL MONTHLY COSTS \$ _____

(ENTER REAS COMPONENT)
BUDGET SHEET

TOTAL ANNUAL COST..... \$ _____

Employment Services (ES)	\$ _____	_____ %
English Language Training (ELT)	\$ _____	_____ %
On-the-Job Training (OJT)	\$ _____	_____ %
Skills Training	\$ _____	_____ %
Case Management	\$ _____	_____ %
Other (Please list)	\$ _____	_____ %

.....
Employment Services (ES)

- Employment services, including the development of a family self-sufficiency plan and an individual employability plan, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement and follow-up.
- Vocational and employability assessment services, including aptitude and skills testing.
- Translation and interpreter services, when necessary in connection with employment or participation in an employability service.
- Child care for children, when necessary for participation in an employability service or for the acceptance or retention of employment.
- Transportation, when necessary for participation in an employability service or for the acceptance or retention of employment.
- Regular and Flex Job Services

English Language Training (ELT)

English language instruction, with an emphasis on English as it relates to obtaining and retaining a job.

- Vocational English-as-a-Second Language (VESL)
- Limited English Proficiency (LEP)

On-the-Job Training (OJT)

On-the job training, when such training is provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training.

- Work Experience (WEX)
- Transitional Subsidized Employment

Skills Training

Skills recertification, when such training meets the criteria for appropriate training in Sec. 400.81(b) of this part.

- Self-Initiated Program
- Vocational/Educational Training
- Remediation
- Professional Development

Case Management

As defined in case management services means the determination of which service(s) to refer a refugee to, referral to such service(s), and tracking of the refugee's participation in such services(s).] of this part, for

refugees who are considered employable under and for recipients of CalWORKs and GR who are considered employable, provided that such services are directed toward a refugee's attainment of employment as soon as possible after arrival in the United States.

- Appraisal
- Family Appraisal
- Coordinate and authorize supportive services
- Post-Employment Career Assessment
- Employment Retention Services
- Home Visit
- Sanction Action Plan

Other

- Information and referral services
- Orientation
- Learning Disabilities Diagnosis Screening/Evaluation (LD)
- Post-Employment Services (PES)
- Post-Time Limited Services (PTL)
- Life Skills Workshops
- Clinical Assessment
- Refugee Family Support Services
- Evaluation of Records
- Mentoring (Family)
- Compliance
- Outreach services, including activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services.
- Social adjustment services, including: (Specialized Supportive Services)
 - (1) Emergency services, as follows: Assessment and short-term counseling to persons or families in a perceived crisis; referral to appropriate resources; and the making of arrangements for necessary services.
 - (2) Health-related services, as follows: Information; referral to appropriate resources; assistance in scheduling appointments and obtaining services; and counseling to individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health.
 - (3) Home management services (Life Skills Workshops), as follows: Formal or informal instruction to individuals or families in management of household budgets, home maintenance, nutrition, housing standards, tenants' rights, and other consumer education services.
- Child care for children, when necessary for participation in a service other than an employability service.
- Transportation, when necessary for participation in a service other than an employability service.
- Translation and interpreter services, when necessary for a purpose other than in connection with employment or participation in an employability service.
- Any additional service, upon County/State submission of a request to ORR and approval of the request by the Director of ORR, aimed at strengthening and supporting the ability of a refugee individual, family, or refugee community to achieve and maintain economic self-sufficiency, family stability, or community integration which has been demonstrated as effective and is not available from any other funding source.
- Citizenship and naturalization preparation services, including English language training and civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.
- Assistance in obtaining Employment Authorization Documents (EADs)

Note: Page 2 and 3 not included in the budgeting for bidding process.

(ENTER REAS COMPONENT)
REQUIRED LINE ITEM BUDGET NARRATIVE

Proposers are required to complete a budget narrative for each separate line item in their Annual Budget Sheet for each REAS service area bid on. All figures and compilations must be clearly explained.

CONTRACTOR'S CERTIFICATION OF OFFICE LOCATION

CONTRACTOR NAME:

The office(s) is/are located at:

Address 1:

Address 2:

Address 3:

Address 4:

Address 5:

Address 6:

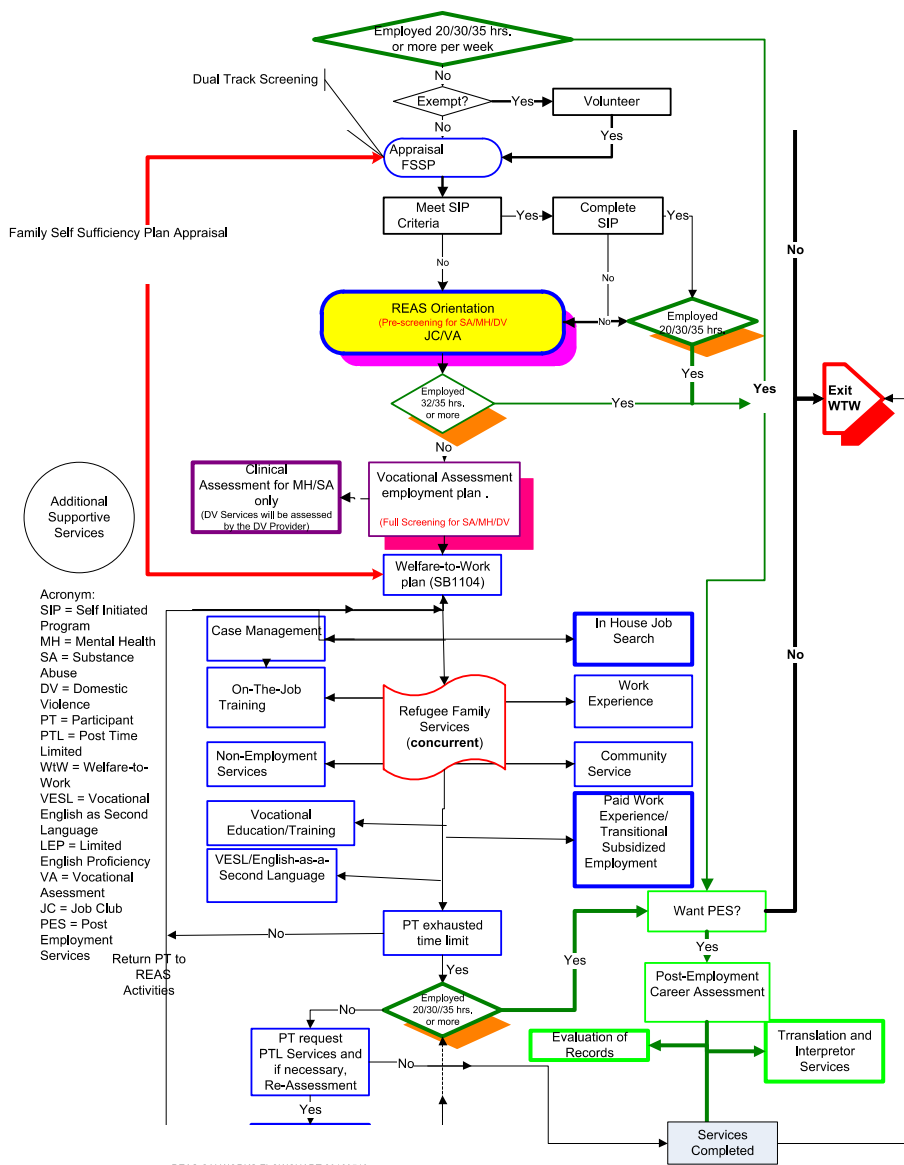
By signing this certification form, this Contractor certifies that at least one of the office(s) listed above, are accessible within a travel time of one-hour (one way) from the Participant's residence via public transportation, for all Participants served within the County under this contract. Contractor further certifies that the one-hour travel time was verified through the Metropolitan Transportation Authority.

Name of Firm: _____

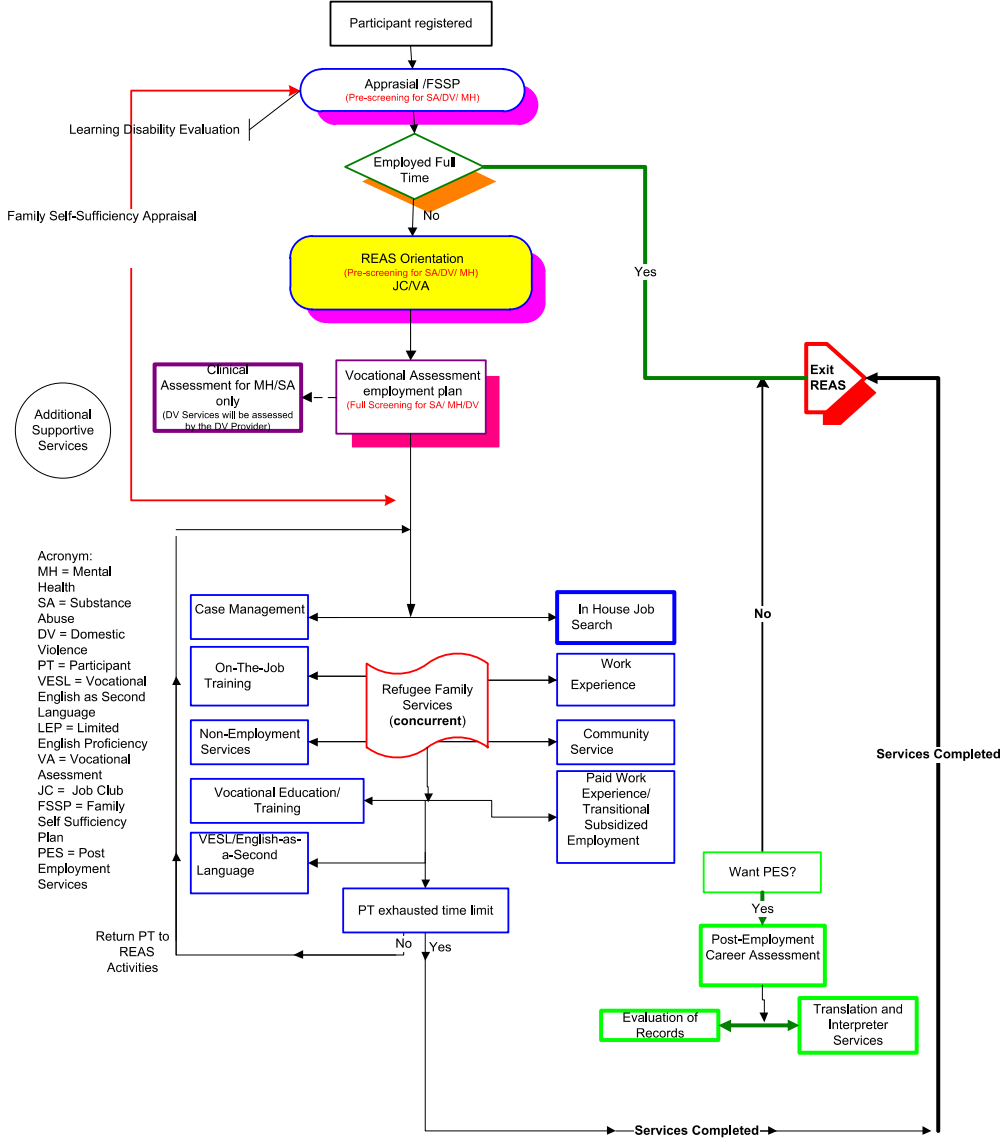
Name and Title of Signer: _____

Signature: _____ Date: _____

(REAS)
 CALWORKS CASE MANAGEMENT FLOW/DECISION CHART



**REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES (REAS)
 REFUGEE CASH ASSISTANCE (RCA), NON-AIDED, AND GENERAL RELIEF CASE MANAGEMENT FLOW/DECISION
 CHART**



**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES (REAS)**

Elderly Services Set-Aside Funding

Request for Services and Enrollment Form

Refugee Information

Date Requested: / /

Name (Last, First): _____

Status: Refugee

Primary Language: _____

Asylee Other _____

Address: _____

Date of Entry: / /

Phone Number: (_____) _____

__I-94/ __I-551/Other ____ #: _____

Date of Birth: / /

SS # (last 4 digits): xxx-xx-_____

RCA/Medi-Cal ID #: xxx-xx-_____

Signature: _____

To the best of my knowledge I am not enrolled in another agency's ESSA program, if so list here: _____

Services Requested (Office Use Only)

	Enrollment/Referral Date:	Start Date:	End Date:
<input type="checkbox"/> Citizenship Application Assistance or Referral	_____	_____	_____
<input type="checkbox"/> Adjustment of Status (I-485) or Referral	_____	_____	_____
<input type="checkbox"/> ESL Civics	_____	_____	_____
<input type="checkbox"/> Senior Networking	_____	_____	_____
<input type="checkbox"/> Transportation	_____	_____	_____

REAS Provider: _____

Address: _____

Contact Person/Telephone #: _____

Email Address: _____

To the best of this Agency/RCM's knowledge, the participant is not enrolled in another ESSA program.

Email or Fax Request

Email To: MargaritaJimenez@dpss.lacounty.gov

CC:

Fax: (562) 699-5385

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES (REAS)**

Targeted Assistance Discretionary (TAD)

Request for Services and Enrollment Form

Refugee Information

Date Requested: / /

Name (Last, First): _____

Status: Refugee

Primary Language: _____

Asylee Other _____

Address: _____

Date of Entry: / /

Phone Number: (_____) _____

___I-94/___A#/Other: _____

Date of Birth: / /

SS # (last 4 digits): xxx-xx-_____

DPSS Case #: _____ (Circle one: current/former Case #)

Signature: _____

Services Requested (Office Use Only)

	Enrollment/Referral Date:	Start Date:	End Date:
<input type="checkbox"/> TAD	_____	_____	_____
<input type="checkbox"/> Child Care	_____	_____	_____
<input type="checkbox"/> Ancillary	_____	_____	_____
<input type="checkbox"/> Transportation	_____	_____	_____

REAS Provider: _____

Address: _____

Contact Person/Telephone #: _____

Email Address: _____

To the best of this Agency/RCM's knowledge, participant is not enrolled in other TAD program.

Email or Fax Request

Email To: MargaritaJimenez@dpss.lacounty.gov

CC:

Fax: (562) 699-5385

CONTRACTOR’S CERTIFICATION OF OFFICE LOCATION

CONTRACTOR NAME:

The office(s) is/are located at:

Address 1:

Address 2:

Address 3:

Address 4:

Address 5:

Address 6:

By signing this certification form, this Contractor certifies that at least one of the office(s) listed above, are accessible within a travel time of one-hour (one way) from the Participant’s residence via public transportation, for all Participants served within the County under this contract. Contractor further certifies that the one-hour travel time was verified through the Metropolitan Transportation Authority.

Name of Firm: _____

Name and Title of Signer: _____

Signature: _____ Date: _____

**SAMPLE MONTHLY INVOICE
REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES PROGRAM (REAS)
CASE MANAGEMENT ONGOING SERVICES
INVOICE**

I. Current Billing Month and Year:		Invoice Date:	
Contractor's Social Security or Taxpayer No.:		Contract No.:	
Contractor's Name:		Telephone No.:	
Contractor's Address:		Flat Monthly Fee:	
II. Payment requested for Service Month of:			
III. REAS participants served during the Service Month			
A. Number of active REAS participants at the end of the service month reflected in WtW and REP Caseload Activity Report.		=	
B. Number of active REAS participants newly enrolled during the service month NOT reflected in the WtW and REP Caseload Activity Report.		+	0
C. Other: Number of active REAS participants NOT reflected in the WtW and REP Caseload Activity Report that have been served in accordance with the contract, are assigned to an RCM, and are NOT listed in any other category in the invoice (Items A and B).		+	0
D. Total number of REAS participants served this month. (A+B+C)		=	0
E. Invoice amount (Flat Monthly Fee)		=	\$0.00
IV. Invoiced Amount Requested (E)			\$0.00
A. Performance Penalty Deduction (if applicable)		-	
B. Amount Requested for Payment:		=	\$0.00
		Amount RSS	%
Percentage (apply only to III. E)		# of RSS participant:	# of TA participant:
A. Employment Services (ES)			
B. English Language Training (ELT)			
C. On-the-Job Training (OJT)			
D. Skills Training			
E. Case Management			
F. Other (Please list)			
TCVAP Participants		%	COST
			AMT TCVAP
CONTRACTOR'S AUTHORIZING SIGNATURE		DATE	
COUNTY CONTRACT ADMINISTRATOR'S APPROVAL		DATE	

The County reserves the right to request any additional supporting documents from the Contractor to approve payments on as needed basis.

**SAMPLE MONTHLY INVOICE
REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES (REAS)
ELDERLY SERVICES SET-ASIDE FUNDING (ESSA)
INVOICE**

I. Current Billing Month and Year:		Invoice Date:	
Contractor's Social Security or Taxpayer No.:		Contract No.:	
Contractor's Name:		Telephone No.:	
Contractor's Address:		Firm-Fixed Per Participant Fee:	\$121.00
II. Service Month/Year:			
III. ESSA participants served during the Service Month			
A.	Number of senior refugees provided with Senior Networking and/or ESL Civics services.	=	
B.	Number of senior refugees provided with Citizenship application preparation and/or adjustment of alien status services.	+	
C.	Total number of ESSA participants served this month. (A+B)	=	
D.	Invoice amount : Per Participant Fee * C		\$0.00
IV. Invoiced Amount Requested (D)			
A.	Performance Penalty Deduction (if applicable)	-	
B.	Amount Requested for Payment:	=	
CONTRACTOR'S AUTHORIZING SIGNATURE		DATE	
COUNTY CONTRACT ADMINISTRATOR'S APPROVAL		DATE	

**MONTHLY INVOICE
REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES PROGRAM (REAS)
TARGETED ASSISTANCE DISCRETIONARY (TAD) GRANT
INVOICE**

I. Current Billing Month and Year:		Invoice Date:	
Contractor's Social Security or Taxpayer No.:		Contract No.:	
Contractor's Name:		Telephone No.:	
Contractor's Address:		Firm-Fixed Per Participant Fee:	\$185.00
II. Payment requested for Service Month of:			
III. TAD participants served during the Service Month			
A. Number of TAD participants served that are registered in REAS.	=		
B. Number of TAD participants served that are not registered in REAS.	+		
C. Number of TAD participants that achieved 90-day unsubsidized employment retention.	+		
D. Total number of TAD participants served this month. (A+B+C)	=		
E Invoice amount : Per Participant Fee * D		\$0.00	
IV. Invoiced Amount Requested (D)			
A. Performance Penalty Deduction (if applicable)	-		
B. Amount Requested for Payment:	=		
CONTRACTOR'S AUTHORIZING SIGNATURE		DATE	
COUNTY CONTRACT ADMINISTRATOR'S APPROVAL		DATE	

**MONTHLY INVOICE
REFUGEE EMPLOYMENT ACCULTURATION SERVICES PROGRAM (REAS)
FAMILY STABLIZATION (FS) PROGRAM AND SB 1041 SERVICES
INVOICE**

I. Current Billing Month and Year:		Invoice Date:		
Contractor's Social Security or Taxpayer No.:		Contract No.:		
Contractor's Name:		Telephone No.:		
Contractor's Address		Flat Monthly Fee:	FS	SB 1041
II. Payment requested for Service Month of:			FS	SB 1041
III. Participants served during the Service Month				
A. Number of active participants at the end of the service month.		=		
B. Number of active participants newly enrolled during the service month.		+		
C. Total number of participants served this month. (A+B)		=		
D. Invoice amount (Flat Monthly Fee)				
IV. Invoiced Amount Requested (D)				
A. Performance Penalty Deduction (if applicable)		-		
B. Amount Requested for Payment:		=		
CONTRACTOR'S AUTHORIZING SIGNATURE		DATE		
COUNTY CONTRACT ADMINISTRATOR'S APPROVAL		DATE		