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December 6, 2018

ADDENDUM TWO
TO THE REQUEST FOR PROPOSALS
FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES
RFP CMD #18-02

This is Addendum Two to the Refugee Employment and Acculturation Services Request for Proposals (RFP CMD #18-02), which was released on October 25, 2018.

Part One of the Addendum contains portions of the RFP that have been revised. Part Two of this Addendum contains answers to the questions that were submitted prior to and at the Proposer's Conference held on November 8, 2018.

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

The Addendum will be posted on the following websites:

<http://dpss.lacounty.gov/wps/portal/dpss/main/business/contract-opportunities>

and

http://doingbusiness.lacounty.gov/main_db.htm

Proposals are due and must be received by DPSS no later than 12:00 P.M. local time, January 7, 2019. No late proposals will be accepted.

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

"To Enrich Lives Through Effective And Caring Service"

ADDENDUM TWO

PART ONE

TO THE REQUEST FOR PROPOSALS FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES RFP CMD #18-02

Addendum Two, Part One to the Request for Proposals CMD #18-02 shall cause the following revisions. In Part One, strikethroughs signify deletions and italicized font signify additions.

1. RFP Section 2.0 PURPOSE-AGREEMENT FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES, Subsection 2.2. Refugee Employment and Acculturation Services Program (REAS) Overview, Paragraph 2.2.2, has been revised to read as follows:

2.2.2 Services under this program are available to refugees who are aided through the CalWORKs, Medical Assistance, Cal-Fresh Assistance Refugee Cash Assistance (RCA), or General Relief (GR) programs- *and to refugees who are non-aided refugees.*

2. RFP, Section 7.0 PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.9 Business Proposal Format, Paragraph 7.9.9 Proposer's Qualifications (Proposal Section B), Subparagraph 7.9.9.2 Proposer's References (Proposal Section B.2), has been revised to read as follows:

7.9.9.2 **Proposer's References (Proposal Section B.2)**

The information provided to the County pursuant to RFP subparagraph 7.9.9.2 below may be used to contact past contracting agencies in order to assess Proposer's performance history.

It is the proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title, ~~and~~ phone number *and email address* for each reference is accurate. *The County will be contacting references by email and provided with an electronic survey in order to assess the Proposer's performance history.* The same references may be listed on both Form D-2 (Prospective Contractor References) and Form D-3 (Prospective Contractor List of Contracts) in Appendix D (Required Forms).

1. County may disqualify a proposer as non-responsive and/or non-responsible if:
 - a) references fail to substantiate proposer's description of the services provided; or

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- b) references fail to support that proposer has a continuing pattern of providing capable, productive and skilled personnel, or
 - c) the Department is unable to reach the point of contact with reasonable effort. It is the proposer's responsibility to inform the point of contact of normal working hours.
2. The proposer must complete and include the following Required Forms (Appendix D):
- a) Form D-2 (Prospective Contractor References) in Appendix D (Required Forms). Proposer must provide **five (5) references** where the same or similar scope of services was provided. If the Proposer has or has had any contract with DPSS within the last five (5) years, the Proposer must list at least one of those contracts as a reference. County may deduct points and/or deem it a failure to meet minimum requirements. (Proposal Section B.2.1)

For these references:

- 1. Do not include members of the agency's governing Board or staff.
 - 2. Do not include any members of the County or Los Angeles Board of Supervisors of their staff.
- b) Form D-3 (Prospective Contractor List of Contracts) in Appendix D (Required Forms). The listing must include all Public Entities contracts for the last three (3) years. Use additional sheets if necessary. The list should include all agreements that qualify the Proposer to meet the minimum number of years of experience under this RFP. Failure to provide this information may result in point deductions and/or a determination of non-responsiveness.

Proposer must provide a brief description and a list of all contracts the Proposer has or has had within the last three years with the County Los Angeles. Amendments and extensions to contract are considered the same as the primary contract and should not be listed separately. This list should include all agreements that qualify the Proposers to meet the minimum number of years of experience required under this RFP and may include duplicate references already reported in Form D-2, Proposer Contractor References, Appendix D (Required Forms). Failure to provide this information may result in point deductions and/or in a determination of non-responsiveness. Proposer must complete the form,

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Prospective Contractor List of Contract Format, Appendix D, Required Forms, Form D-3. (Proposal Section B.2.2)

- c) Form D-4 (Prospective Contractor List of Terminated Contracts) in Appendix D (Required Forms). Listing must include contracts terminated within the past **three (3) years** with a reason for termination. If qualifying experience was gained in a terminated Contract, please repeat the Contract on this list. Failure to provide this information may result in point deductions and/or a determination of non-responsiveness. (Proposal Section B.2.3)
 - d) Failure or Refusal to Complete a Contract Proposer must provide details of any failure or refusal to complete a contract. Accordingly, Proposers are asked to provide back-up information, as deemed necessary. (Proposal Section B.2.4)
 - e) Other Information
Disclose any other issue, finding or pending investigation, including any information of public record (e.g., governmental report, news report, contract monitoring report, program audit reports, etc.) that raises questions as to the Proposer's ability to enter into a contract with the County or otherwise question the Proposer's ability to perform satisfactorily under this proposed contract. The County at its own judgment may deduct points for negative findings. Proposer may include supporting documentation should it contest a report's findings/statements. Failure to provide this information may result in point deductions and/or a determination of non-responsiveness. (Proposal Section B.2.5)
3. RFP, Section 7.0 PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.8, Paragraph 7.8.2 has been revised via this addendum.

7.8 Preparation of the Proposal

- 7.8.1 Two (2) separate proposals must be submitted - a Business Proposal and a Cost Proposal – each in a separate 3-ring binder. All proposals must be bound and submitted in the prescribed format. Any proposal that deviates from this format may be rejected as on-responsive without review at the County's sole discretion.
- 7.8.2 In preparing the written proposal, the Proposer should ensure that the proposal responds completely and thoroughly to all requirements set forth in this RFP. *Proposal should adhere to the following format: Arial 12 pt. font.; 1-inch margins; single spacing; and double-sided pages.*

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4. RFP, Section 7.0, PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.9 Business Proposal Format, Paragraph 7.9.11, Proposer's Staffing Plan (Proposal Section D), A, Qualifications of Staff (Proposal Section D.1), 1.e has been revised to read as follows:

- e. Three relevant client references, including the contact person's name and current telephone and facsimile numbers *or email*.

Proposer must have, by proposal submission due date, a Contract Manager with either:

- Option (1) a bachelor's degree in a field related to the provision of social services (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
- Option (2) a minimum of three years of experience in the performance of case management services, or services substantially similar to the services required in this RFP. The required experience and job specifications for the Contract Manager must be documented in the Proposal Section D.1 (see RFP Section 7.9.11.A.1).

If the Contract Manager is not yet hired, the Proposer must include with its proposal the complete job specifications for this position, including but not limited to the required number of years' experience in the area of case management services, the minimum educational background, if any, and minimum management experience, if any. (Proposal Section D.1.1)

5. RFP, Section 7.0, PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.9 Business Proposal Format, Paragraph 7.9.11, Proposer's Staffing Plan (Proposal Section D), A, Qualifications of Staff (Proposal Section D.1), 5, Proposer's Non-Management Staff Qualifications, has been revised to read as follows:

5. Proposer's Non-Management Staff Qualifications

The Proposer must include a complete list of all staff (by job classification/functional title, not by name); explain how the staff will be utilized to provide employment services. Provide detailed job specifications for all positions. These positions include case managers, job developers, specialized

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supportive services workers, Family Stabilization workers, case manager supervisors, clerical support, other required positions (Appendix C, Sample Contract, Paragraph 7.8.3) and any other administrative support personnel. (Proposal Section D.1.4).

~~Except for caseload-driven positions,~~ Proposers may elect to have staff assume multiple assignments (e.g., Job Developer/Specialized Supportive Services Worker) ~~—~~, *except when there is a conflict of interest (e.g., supervision of RCM's own caseload).*

However, Proposers are cautioned that unless satisfactory justification is provided, the County's Evaluation Panel may not rate such an arrangement as feasible.

6. Appendix A, SOW, Section 4.0, ELIGIBLE REP PARTICIPANTS, Subsection 4.2, REP Time Limit, Paragraphs 4.2.2 and 4.2.3, have been revised to read as follows:

- 4.2.2 Contractor shall determine the time-eligibility for RCA, CalWORKs, Former Cash-Aided, and Non-aided through any public assistance programs, by reviewing/tracking the participant's date of entry into the U.S. as indicated on the USCIS I-94 Form *or on any other acceptable documentation/verification depending on immigration status.*

- 4.2.3 Contractor shall count the arrival month as the first month of eligibility in considering the full 60 months of participation, as the arrival month posted on the *USCIS I-94 Form or on any other acceptable documentation/verification depending on immigration status.*

7. Appendix A, SOW, Section 5.0, SPECIFIC ACTIVITIES, Subsection 5.8, Work Experience (WEX), Paragraph 5.8.1, WEX for REP Participants, Subparagraph 5.8.1.1, has been revised to read as follows:

- 5.8.1.1 To address the acculturation needs of the refugee population, Contractor with the authorization of County, may recruit WEX sites that are sensitive to the needs of the refugee population. WEX employers/providers secured by the Contractor will ~~exclusively~~ serve participants referred by the RCMs.

8. Appendix A, SOW, Section 5.0, SPECIFIC ACTIVITIES, Subsection 5.16, Paragraph 5.16.3, Subparagraph 5.16.3.4 has been deleted in its entirety and replaced to read as following:

- 5.16.3.4 Contractor shall ensure that in-house Job Search includes any activity that is determined to be necessary for the participant to obtain or prepare for employment. The activities are directed, monitored, verified and documented

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by the assigned BSS. Activities vary on a case-by-case basis. However, the activities must fall within the classification of activities listed below to ensure the hours are countable towards the federal Work Participation Rate (WPR).

~~5.45~~ 16.3.4.1 The activities include:

- Creating a job search plan;
- Contacting potential employers;
- Looking for suitable job openings;
- Making contact with potential employers;
- Interviewing for jobs;
- Preparing a resume and/or cover letter;
- Completing job applications;
- Submitting resumes;
- Providing instruction for workplace expectations;
- Life skills training;
- Soft skills training;
- Drug testing for a specific job classification;
- Taking tests to qualify for specialized certificates;
- Attending job fairs and recruitments;
- Tracking all participant-related activities as described in the Job Development Handbook, Section 311 (See Appendix B, Technical Exhibits, Exhibit B-1 [Link 4]), and;
- All other activities that prepare a participant to meet with a business as described in the Job Development Handbook, Section 312 (See Appendix B, Technical Exhibits, Exhibit B-1 [Link 4]).

~~5.45~~ 16.3.4.2 Contractor shall monitor, verify, and document all time spent in an in-house Job Search activity by the Contractor's BSS according to County policy requirements.

~~5.45~~ 16.3.4.3 Contractor shall verify and document all time spent in Job Search activities using the In-House Job Search Activity Log (GN 6367), In-

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House Job Search Timesheet (GN 6367-1) and the Employer Contact Daily Log (GN 6367-3), (See Appendix B, Technical Exhibits, Exhibit B-10, B-11, and B-12). Contractor shall document all contact, regardless of method, on the Job Search Activity Logs.

~~5.45~~ 16.3.4.4 Contractor's BSS shall supervise all job search activities. Supervision may consist of:

- Face-to-face supervision
- Phone conference
- E-mail correspondence

~~5.45~~ 16.3.4.5 Reasonable transportation time between interviews, but not to the first interview or from the last one of the day, will count towards WPR. Online activities are countable towards WPR but must be monitored and documented.

~~5.45~~ 16.3.4.6 Contractor shall ensure BSS follows in-house job search guidelines, per current policy.

9. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.4 Key Measures, No. 12 has been revised to read as follows:

12. Employment Placement of WEX - Contractor shall meet a target employment placement rate of 33% ~~with a provider~~ on a semi-annual basis for all WEX assigned participants.

10. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.6 Performance Requirements Summary Chart, Reference No. 11, has been revised to read as follows:

Column 1		Column 2	Column 3	Column 4	Column 5	Column 6
Reference		Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Fiscal Deductions and Other Remedies for Unsatisfactory Performance
11.	SOW Section 6.0	Employment Verification data	Requires Contractor to accurately verify employment in LRS or current system and or in the physical case record, as appropriate.	95%	Case Review, LRS or current system	\$25 Per occurrence

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11. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.6 Performance Requirements Summary Chart, Reference No. 14, has been revised to read as follows:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	
Reference	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Fiscal Deductions and Other Remedies for Unsatisfactory Performance	
14.	SOW Section 6.0, Subsection 6.5, Paragraph 6.5.2, subparagraph 6.5.2.12	Organization of case file	Requires accurate and timely documentation of the participant's activities and the participant's case folder (either physical or electronic) and files all necessary correctly completed and signed documents according to the current Better Organizing of Operational and Systemic Tasks (BOOST) and or EDMS procedures.	100%	Case Review, LRS or current system On-Site Inspection	\$25 Per occurrence

12. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.6 Performance Requirements Summary Chart, Reference No. 21, has been revised to read as follows:

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Reference	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Fiscal Deductions and Other Remedies for Unsatisfactory Performance

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21.	Contract Section 5.0, Subsection 5.12 5.11	Expenditure Report on Contract Revenues	Requires an Expenditure Report submission on Contract revenue versus expenditures for each fiscal year must be submitted to DPSS CMD on <i>no later than</i> July 31st following the end of each fiscal year and no later than one month after the end of the Contract term.	100%	Receipt of Expenditure Reports	\$50 for each day after July 31st of any fiscal year and after the one month of the end of the Contract term.
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13. Appendix C, Sample Contract, Section 5.0, CONTRACT SUM, Subsection 5.11, Unspent Funds, Subparagraph 5.11.1, has been revised to read as follows:

5.11.1 To ensure that Contractor fully utilizes County funds for contracted services, Contractor shall submit to DPSS Contract Management Division an Expenditure Report ~~by~~ *no later than* the 31st of July following the end of each FY, as stipulated in Paragraph ~~5.12.2~~ 5.11.2, regardless of whether Contractor has any unspent funds. At the end of each FY, all funds paid to Contractor in excess of actual costs, for the provision of REAS services that have been properly earned, including interest, are to be treated as unspent funds.

14. Appendix C, Sample Contract, Section 7.0, ADMINISTRATION OF CONTRACT – CONTRACTOR, Subsection 7.9, Other Contractor Personnel, Paragraph 7.9.2, has been revised to read as follows:

7.9.2 Contractor shall remove ~~and replace,~~ within twenty-four hours, any Contractor employee performing services under this Contract and insuring that such individual's duties are satisfactorily performed until a replacement can be arranged, when reasonably requested to do so by the CCA. *Contractor shall replace removed employee(s) within 20 business days from date given by County. Beginning on the 21st workday, a comprehensive corrective action plan, fiscal penalty, or termination at the convenience of County may be applied for failure to fill vacancies or replace unacceptable staff.*

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TO THE REQUEST FOR PROPOSALS FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES RFP CMD #18-02

Questions and Answers

Disclaimer: The questions below are written as received by DPSS.

Question 1: Will you be addressing the written questions submitted prior to the proposer conference?

Answer 1: Yes. All questions answered will be available in Addendum Two.

Question 2: Would it be possible to release responses to some questions prior to the addendum release date?

Answer 2: All questions and answers will be released on or about December 6, 2018.

Question 3: What are the reasons for the REAS RFP's release over a year in advance?

Answer 3: The County contract solicitation process takes approximately 18-24 months to complete. In order for the Board of Supervisors to award a contract, the RFP needed to be released over a year in advance to meet the timeline.

Question 4: Will you respond to questions asked at the Bidders Conference or only to questions submitted in writing?

Answer 4: All written or verbal questions received before and at the Proposers' Conference, will be responded to in writing in an addendum to the RFP (on or about) December 6, 2018.

Question 5: Are questions regarding the SOW or Contract appropriate to ask during the Bidders conference?

Answer 5: Yes.

Question 6: What accommodations will be made to the contractor if DPSS has significant workload changes that would affect the SOW included with the RFP?

Answer 6: There is no guarantee that the estimated caseload which may affect workload will be the same in the future. The services in this contract are based on availability of funding.

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- Question 7:** Please provide a set of proposal forms in word or excel.
- Answer 7:** The following forms will be provided on the websites listed on the first page of this addendum in Word or Excel: Form D-13 (Budget Sheets and Budget Narrative) in Appendix D (Required Forms); and Form D-14 Employee Monthly Benefits Sheet.
- Question 8:** RFP 2.2.1—page 2, paragraph 4 2; *The proposers will be required to provide 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.* The RFP provides information regarding service sites. One area mentioned is West Los Angeles. Would an office be required in the city of West Los Angeles, or within the western portion of Los Angeles County or west of down town Los Angeles? Please explain.
- Answer 8:** There is no specific area requirement as long as the office is located in the West Los Angeles area.
- Question 9:** RFP Section Number 2.1.1, Page 2; *The proposers will be required to provide 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.* Would an office in North Hollywood fulfill the requirement for the Valley area?
- Answer 9:** No.
- Question 10:** RFP Page 2, 2.1 Purpose of the RFP; and RFP page 5, Section 2.4.3 Days of Operation. Does each REAS program site need to be in operation 8a- 5p Monday-Friday, other than approved County holidays?
- Answer 10:** Yes, each site must be in operation during the dates and times listed in the contract to allow the participant to make appointments, drop-off requested paperwork, and speak with the case manager between the hours of 8am-5pm Monday-Friday at the proposed office locations.
- Question 11:** Will responses that include multiple partners be awarded more points over a single agency proposing services alone?
- Answer 11:** No.
- Question 12:** What is the total amount of funding that is available?

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- Answer 12:** The RSS (Refugee Support Services) direct services funding for FFY 2018-19, for Los Angeles County, is \$1.572 million. A portion of these funds is utilized for orientation and job club, vocational assessment, transportation, and ancillary supportive services, which are not services paid through the REAS contract.
- Question 13:** RFP Subsection 2.2.2, states that *Services under this program are available to refugees who are aided through the CalWORKs, Medical Assistance, Cal-Fresh Assistance Refugee Cash Assistance (RCA), or General Relief (GR) programs.* Should this also include non-aided, provided they have refugee or asylee status?
- Answer 13:** Yes. RFP, Section 2.0 PURPOSE-AGREEMENT FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES, Subsection 2.2 Refugee Employment and Acculturation Services Program (REAS) Overview, Subparagraph 2.2.2, has been revised via this addendum.
- Question 14:** RFP Section Number 2.4.2 (Contract Rates), Page 4. What is the total amount of funding available under this proposal?
- Answer 14:** Please refer to Answer #13.
- Question 15:** Can a few ethnic and/or religious holidays be observed instead of county holidays in an effort to be culturally sensitive to the communities served in REAS?
- Answer 15:** Per RFP paragraph 2.4.3 Days of Operation, the Contractor is not required to provide services on County-recognized holidays.
- Question 16:** RFP Section 4.5.2 – page 8; *Each of Contractor's staff performing services under this Contract, who is in a designated sensitive position, as determined by County in County's sole discretion, shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract.* Specify which required positions this refers to and would this include clerical support staff positions and administrative positions?
- Answer 16:** Any staff in contact with sensitive information shall undergo and pass a background investigation to the satisfaction of the County.
- Question 17:** RFP Section 5.1.1—page 9, paragraph 1-2; *Responses to this solicitation shall become the exclusive property of the County. Absent extraordinary circumstances, the recommended proposer's proposal will become a matter of public record when (1) contract negotiations are complete; (2) DPSS receives a letter from the recommended proposer's authorized officer that the negotiated contract is the firm offer of the recommended proposer; and (3)*

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DPSS releases a copy of the recommended proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055 (Services Contract Solicitation Protest). Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's proposer recommendation appears on the Board agenda. Does this mean that a proposal not marked as confidential, trade secret, etc., will, in its entirety, become a matter of public record if awarded and approved by the Board of Supervisors?

Answer 17: Absent extraordinary circumstances, the recommended proposer's proposal will become a matter of public record. A blanket statement of confidentiality on the entirety of a proposal or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The proposers must specifically label only those provisions of their respective proposal which are justifiably defined as "Trade Secrets", "Confidential", or "Proprietary", in nature.

Question 18: RFP Section 5.1.1 – page ~~9~~ 10, paragraph 3; *Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the proposer as "Trade Secret", "Confidential", or "Proprietary".* If pages are marked as confidential will they not become part of the public record?

Answer 18: Only pages that are ***justifiably*** defined as business or trade secrets, and plainly marked by the proposer as "Trade Secret", "Confidential", or "Proprietary" will be exempt to disclosure.

Question 19: Is WebVen the primary method that registrants/vendors are notified of new releases, updates, and addendums?

Answer 19: Yes. Per the RFP, Section 5.0 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS, Subsection 5.3, Mandatory Requirement to Register on County's WebVen, all potential contractors must register on the County's WebVen.

Question 20: Why did no one in the refugee services community, including RAs and REAS agencies receive notification of the release of the RFP on 10/25/18?

Answer 20: Notification was sent to all vendors registered under the County Vendor Registration (WEBVEN) portal. The RFP was posted on the County's Internal Services Department (ISD) and DPSS websites, social media, and advertised in newspapers located in the County of Los Angeles.

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- Question 21:** RFP, Subsection 7.9.11, Proposer's staffing Plan, states that the proposer must provide a staffing plan with full-time employees. Does this mean full-time equivalent employees with the agency or full-time dedicated to this Contract?
- Answer 21:** Proposer is to identify full-time employees with the agency and indicate the percent of time allocated to each contract.
- Question 22:** With respect to RFP, Section 7.9.11.A.1.e, if it is a client reference, can we substitute a facsimile number with an email?
- Answer 22:** Yes. Please RFP, Section 7.0, PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.9 Business Proposal Format, Paragraph 7.9.11 Proposer's Staffing Plan (Proposal Section D), Subparagraph A, Qualifications of Staff (Proposal Section D.1), 1.e, has been revised in this addendum.
- Question 23:** RFP 7.9.11 A, 5, paragraph 3— page 46; ***“except for caseload driven positions, Proposers may elect to have staff assume multiple assignments”***. As written, this appears to say that staff with “caseloads” **may not** have other assignments. If so and the staff indicated is assumed to be the Refugee Case Manager, caseload demographics indicate there will be several language groups that comprise less than a full caseload, located in diverse areas, and not easy to combine under one case manager (Mandarin, Russian, Arabic, Spanish, etc). Please explain why there would be an exception for case managers having a dual assignment.
- Answer 23:** RFP has been revised to include all staff may assume multiple assignments. RFP, Section 7.0 PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.9 Business Proposal Format, Paragraph 7.9.11, Proposer's Staffing Plan (Proposal Section D), Subparagraph A, Qualifications of Staff (Proposal Section D.1), 5, Proposer's Non-Management Staff Qualifications, has been revised via this addendum.
- Question 24:** RFP Section 7.9.13 – page 48; *Present a description of proposed plan for complying with the green requirements as described in Section 8.0 of the SOW. Describe your company's current environmental policies and practices and those proposed to be implemented.* Where does the Statement of Green Initiative go in the proposal? Is there a certain section best to place this information?
- Answer 24:** Proposer's Green Initiatives may be inserted within and at the end of Proposer's Quality Control Plan (Proposal Section E).
- Question 25:** RFP Section 7.10 – Cost Proposal, page 50 – 51 and SOW Section 1.1.12.2 Page 68 - What are the minimum and maximum allowable costs for Case Management, Family Stabilization and SB1041

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services? There is no mention of estimated contract budget amounts in the RFP and there is no indication of how many participants are assigned to Case Management, Family Stabilization and/or SB1041 services.

Answer 25: The proposed cost for these services must be based on the proposer's best business estimates on what it would reasonably cost to meet the caseload demand. The caseload breakdown provided in Technical Exhibits, Exhibit B-22 provides a breakdown of the caseload which includes Case Management, SB1041, and FS.

Question 26: RFP Section 7.10, page 50, Cost Proposal Format: What is the allowable percentage of administrative costs?

Answer 26: 15%.

Question 27: Are the proposal narratives to be single spaced or double spaced? Are there specific font or margin requirements?

Answer 27: Proposal should adhere to the following format: Arial 12 pt. font.; 1-inch margins; single spacing; and double-sided pages. Section 7.0 PROPOSAL SUBMISSION REQUIREMENTS, Subsection 7.8, Paragraph 7.8.2 has been revised via this addendum.

Question 28: RFP Section 8.4.1.2, page 56, *The Evaluation Panel may request Proposers to make verbal presentations and/or conduct on site visits to existing operations, if appropriate.* How likely is it for the Evaluation Panel to require verbal presentations and/or conduct site visits?

Answer 28: The option for the Evaluation Panel to request verbal presentation and/or conduct site visits to existing operations is at the sole discretion of the evaluation team.

Question 29: RFP Section 8.4.6 – page 57, paragraph 1; *Proposer will be evaluated on their willingness to accept the Terms and Conditions outlined in Appendix C (Sample Contract) and the Requirements of the SOW and SOW Exhibits outlined in Exhibits A (SOW) and Exhibits B (SOW Exhibits), as stated in Paragraph 7.9.14 (Terms and Conditions in the Sample Contract, and Requirements of the SOW: Acceptance of/or Exceptions to [Section F]) of the proposal. The County may deduct rating points or disqualify the proposal in its entirety if the exceptions are material enough to deem the proposal non-responsive.* This section does not have a % indicated. To what extent can exceptions to terms and conditions of Sample Contract and/or requirements in the SOW count negatively to the overall score of the proposal? Give an example of an exception that could lead to rating reductions and/or disqualification.

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Answer 29: When assessing the materiality of exceptions, the percent or points that may be deducted is at the discretion of the County.

Question 30: RFP Section 8.5 – page 57, paragraph 1-2; Will the reviewers calculate an overall cost (case management, FS, SB and SOR combined), or are they scored separately? What does ‘preference’ refer to? Please provide an example of how the 15% of the lowest cost and the 15% preference will be applied?

Answer 30: The cost proposal will be evaluated by calculating the *combined* sum of the Monthly Firm-Fixed Fee for REAS Case Management, Family Stabilization and CalWORKs SB1041.

“Preference” refers to the County Preference Programs as outlined in RFP, Section 6.0. The preference to be granted to a certified proposer shall be equal to fifteen percent (15%) of the lowest proposed cost. In cases where the preference is granted, the cost proposal will be scored based on the original proposed cost less the preference amount. Such preference shall be applied to all certified proposers that requested the preference, even if the certified proposer has the lowest proposed cost. The contract award will be the proposer's original proposed cost, not the cost used for evaluation purposes. In no instance shall any of the preference programs be combined to exceed a total of fifteen percent (15%) or a maximum of \$150,000 in response to any County solicitation.

Question 31: SOW Section 1.1.9—page 67; Note; *Refugee funds may not be used for long-term training programs such as vocational training or self-initiated programs that last for more than a year or educational programs that do not lead to employment within a year.* What are the “Refugee Funds” referred to in the section and is it currently true that refugees do not engage in training/education programs longer than one year?

Answer 31: Per ORR funding restrictions for Refugee Support Services funds, refugee participants cannot be engaged in training/education programs with duration longer than a year. However, certain CalWORKs REP participants may engage in training/education programs longer than a year.

Question 32: SOW 3.1.2—Personnel, page 73; *Replace removed employee(s) within 20 business days from date given by County.* **vs.** Sample Contract 7.9.2—Other Contractor Personnel; *Contractor shall **remove and replace** within twenty-four hours any contractor employee performing services under this Contract. . .* “Please clarify which is correct.

Answer 32: Contractor shall remove employee(s) within 24 hours and replace removed employee within 20 business days from date given by

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County. Appendix C, Sample Contract, Section 7.0, ADMINISTRATION OF CONTRACT – CONTRACTOR, Subsection 7.9, Other Contractor Personnel, Paragraph 7.9.2, has been revised via this addendum.

Question 33: SOW Section 3.3.1—page 75, *The Contractor may request access to the County Virtual Private Network (VPN) to access County designated and approved DPSS system data screens by submitting a request through the established procedure set by DPSS.* This section mentions the County Virtual Private Network. Is this the County's Intranet system? Please explain.

Answer 33: The VPN grants access to the County network, which in turn allows access to LRS, DPSS Intranet, etc.

Question 34: SOW Section 3.3.7 Stored Data, 3.3.8 Transmitted Data and 3.3.9 Certification—page 76; how can a bidder access the indicated standards in these sections? Provide additional detail regarding the requirements and what is required to assure compliance. Is there a checklist?

Answer 34: Please consult with your Information Technology (IT) professional for details on these standards and to ensure the requirements are met.

Question 35: Which languages are in immediate need, and which languages do you see as potential for?

Answer 35: The primary language designations consist of the following language and respective caseload percentage: Armenian 36%, English 21%, Farsi 19%, Arabic 6%, Spanish 10%, Other 1%, Russian 4%, Mandarin 3%. Projections of potential languages are not available since caseloads are subject to change and fluctuation based on refugee/asylee arrival trends and RCA/CalWORKS intake trends. Please refer to RFP, SOW, Subsection 1.1.12.2.2.

Question 36: SOW Section 1.1.12, page 68– *Caseload of approximately 700.* If the caseload increases above 700, will DPSS provide additional funding? If not, what accommodations/changes to contract requirements will be made?

Answer 36: An increase in caseload may not necessarily translate to an increase in funding for this Contract. Accommodations/changes to contract requirements may be made, at the sole discretion of the Director of DPSS or her designee, via amendment, if there are significant fluctuations in caseloads and/or funding.

Question 37: SOW Section 3.7, page 78– *The office shall be staffed during the hours of 8 a.m – 5 p.m. Monday through Friday by at least one*

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employee who can respond to inquiries and complaints which may be received about Contractor's performance of the Contract. Does this refer to the Contractor's business office and/or the five required service sites? If an area has few clients can the office be opened by appointment only for client services as long as an agency staff person is on site to answer phones, direct calls to REAS staff and receive client documents?

Answer 37: Please refer to Answer #10.

Question 38: SOW Subparagraph, 4.2.2, states that: *Contractor shall determine the time-eligibility for RCA, CalWORKs, Former Cash-Aided, and Non-aided through any public assistance programs, by reviewing/tracking the participant's date of entry into the U.S. as indicated on the USCIS I-94 Form. Are we assuming that all the current documents that are allowed that verify asylee letters, etc. are still going to be the acceptable documents?*

Answer 38: Yes, Date of Entry (DOE) can also be determined based on other acceptable documentation/verification depending on immigration status. Appendix A, SOW, Section 4.0 ELIGIBLE REP PARTICIPANTS, Subsection 4.2 REP Time Limit, Paragraph 4.2.2, has been revised via this addendum.

Question 39: SOW subparagraph, 4.2.3, states that: *Contractor shall count the arrival month as the first month of eligibility in considering the full 60 months of participation, as the arrival month posted on the I-94. But isn't it really the arrival month posted on the LPR card or the asylum status granted date letter. Are these not all acceptable eligibility documents?*

Answer 39: Yes, DOE can also be determined based on other acceptable documentation/verification depending on immigration status. Appendix A, SOW, Section 4.0 ELIGIBLE REP PARTICIPANTS, Subsection 4.2, Paragraph 4.2.3, has been revised via this addendum.

Question 40: SOW Section 5.1.10, page 82– *Completion of the RS1 form for every new participant not known to LRS and for those deregistered participants who are re-entering the system. Will the requirement to complete the RS1 form apply to all former RCA/CalWORKs participants who were previously deregistered from services even if they still have a case number in LRS that can be activated?*

Answer 40: Yes, it applies to ALL previously deregistered participants whether they have/not have case numbers, who want to return to REP to receive employment services.

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Question 41: SOW Section 5.1.10— Appraisal/intake, page 82; . . . *(RS-1) form for every new participant not known to LRS or the current system, and for those deregistered participants who are re-entering the program.* Once this form is completed, will the formerly deregistered participant's case be opened tracked in LRS again? If not, will there be a separate process and/or system managing services?

Answer 41: Yes, the case will be opened tracked in LRS. Please refer to Answer #40.

Question 42: SOW Section 5.2.2, page 84 – *Contractor shall ... obtain specific data associated with the participants Family Self Sufficiency Assessment conducted upon resettlement in Los Angeles County.* How will DPSS assure the REAS contractor obtains a copy of the RA Family Self Sufficiency Assessment form? Can you provide a copy or sample of this form?

Answer 42: Per SOW, Section 5.0 SPECIFIC ACTIVITIES, Subsection 5.2 Family Self-Sufficiency Plan, Paragraph 5.2.2, “Contractor shall contact the resettlement agency (RA)”, therefore, it is the Contractor not DPSS that will ensure the copy is obtained. Each RA has their own Family Self Sufficiency Assessment form(s) and formats. Therefore, DPSS is unable to endorse and provide a specific copy.

Question 43: SOW Section 5.3.1—paragraph four, page 84; **Note:** *Participants, on a case-by-case basis, may have the option of shortening or bypassing Job Club/Job Search activities; if upon input from Refugee Case Manager (RCM), participant, the RCM's supervisor, and DPSS Program Staff have determined that the participant may not benefit from participating in Job Club/Job Search.* Since DPSS GPD staff will not be on site at Orientations, requiring input from them for bypassing Job Club will surely delay the timely referral of participants to their first activity, the signing of required referral forms, processing support services. I believe this is not a requirement for GAIN bypass decisions nor does it fall within the general contractor decision making restrictions (i.e. Exemption, Compliance/sanction, issuances). Can this be removed from the contract requirements? If not, please explain why the participant, Refugee Case Manager, and REP Supervisor are not sufficient for this decision?

Answer 43: No, the policy will remain and is utilized in the current contract.

Question 44: SOW Section 5.17.3, page 102, *Contractor shall, through community collaborations with partnering organizations provide refugee-specific services and resources seeking to develop internship programs that promote mentoring to participants.* Please provide more information on the requirement to provide refugee specific services and resources seeking to develop internship programs that promote mentoring to participants – is this referring to

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RWEX and if not is this an activity that can count toward work participation requirements? If yes, how would such an activity be added to LRS? What is the allowable duration of such an activity?

Answer 44: No, this is not WEX. It is an extension of case management for specialized refugee services and resources.

Question 45: SOW Section 6.4, page 108, *Contractor shall... register participants appearing in the unassigned pool into the program....* What will a contractor do if a suspected ineligible client is assigned to REAS unassigned pool? Will the client be served first and transferred or not served and electronically transferred? Or something else?

Answer 45: Per SOW Subsection 6.4, Paragraph 6.4.1: *If a participant erroneously appears in the unassigned pool, Contractor shall expeditiously work with County staff to reassign the participant, as appropriate.*

Question 46: SOW Section 6.5.4.11, page 110, *Utilizing LRS WtW and REP Caseload Activity Report to reconcile RCM Caseload.* – Will the LRS WtW and REP Caseload Report be accessible as of November 1, 2019?

Answer 46: The report is currently accessible in LRS.

Question 47: SOW 5.8.1.1 – Page 88; *WEX employers/providers secured by the Contractor will exclusively serve participants referred by the RCMs.* Please explain what “*will exclusive serve*” means. Would this restrict employers from utilizing other sources of volunteers, temporary workers, etc? This idea is not in the current language of the Refugee WEX Employer agreement.

Answer 47: No, this statement does not restrict the employer from utilizing other sources of workers. Appendix A, SOW, Section 5.0, SPECIFIC ACTIVITIES, Subsection 5.8, Work Experience (WEX), Paragraph 5.8.1, WEX for REP Participants, Subparagraph 5.8.1.1, has been revised via this addendum.

Question 48: SOW 5.8.1.7 and 5.8.1.8—page 89; *Contractor will track their referrals to ensure that the WEX site has a history of providing unsubsidized employment. . .* “ The WEX Employer Worksite agreement in this proposal (REP-1) does not require or mention this provision, nor does the GAIN WEX activities (paid or unpaid) or other voluntary activities (Community service). Please explain why this is a criteria for an activity designed to give newcomers local training and experience, an employment reference, and they must seek employment while in this activity.

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- Answer 48:** This is per REP Policy 1712.2.25; and in accordance with the provision of Appendix A, SOW, Paragraph 1.1.2 and 1.1.3, wherein it is provided that Contractor will be required to abide by all REP policies, procedures and regulations and fully comply with all applicable requirements of the program – all regulations, rules and policies issued pursuant to enabling statute(s).
- Question 49:** SOW 9.4-- Key Measure 12 Employment Placement of WEX, Page 149; *Contractor shall meet a target employment placement rate of 33% **with a provider** on a semi-annual basis for all WEX assigned participants.* However, the Key Measure Chart, #12, on page 208 states “. . . *Employment placement rate of 33% on a semi-annual basis for **all WEX Participants**. Employment must be attained within 90 days from WEX completion.*” This seems more reasonable, but please clarify which standard is correct.
- Answer 49:** Language on Key Measure Chart on page 208 is correct. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.4, Key Measures, No. 12 has been revised via this addendum.
- Question 50:** SOW Section 9.6—page 157 PRS, Chart #11, Standard Column; Should it read “...or in the physical case record, as appropriate “instead of . . .” and in the physical case record as appropriate”?
- Answer 50:** Yes, it should be “or” since some REP cases are excluded from EDMS, hence, documentation may be available in a physical case record. Other cases are not excluded. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.6, Performance Requirements Summary Chart, Reference No. 11, has been revised via this addendum.
- Question 51:** SOW Section 9.6—page 159, PRS Chart #14, Standard Column; should it read “. . . *files all necessary correctly completed and signed documents according to the current Better Organizing of Operational and Systemic Tasks (BOOST) or EDMS procedures*” instead of...**and** EDMS procedures “?”
- Answer 51:** Yes, it should be “or” instead of “and” since some cases’ documentation will be available in a physical case record, to only require BOOSTing but not EDMS. Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.6, Performance Requirements Summary Chart, Reference No. 14, has been revised via this addendum.
- Question 52:** SOW section 9.6—page 160, PRS Chart #19, Performance Indicator (also Key Measure #8, page 149 & 207); *Document attainment of the 90th for each participant who enters employment, regardless if the participant is receiving REP services*”. I am currently involved with

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managing another county program that gives incentives (monetary rewards) to former participants and many do not provide the documentation. I also understand that REP currently has the issue of some cases being deregistered 30 days after employment is attained and unwillingness to share their employment verifications. Workers can follow up regularly for verifications, but cannot control the response. Can you consider making the success rate (AQL) tied to mandatory participants and/or a more reasonable percentage than 100?

Answer 52: All cases require follow-up on the 90 days employment retention, and properly documented in LRS Journal. If 90 days employment retention is unknown, REAS staff is to indicate on LRS Journal efforts to obtain status of 90 days employment retention and results.

Question 53: SOW Section 9.6—page 161, PRS Chart #21; Standard(s); Should the middle part read “. . . *Contract revenue versus expenditures for each fiscal year must be submitted to DPSS CMD no later than July 31st following the end of each fiscal year and. . . “instead of “. . .on July 31st “?*

Answer 53: Yes. It should read “no later than.” Appendix A, SOW, Section 9.0, PERFORMANCE OUTCOME MEASURES, Subsection 9.6, Performance Requirements Summary Chart, Reference No. 21 and Appendix C, Sample Contract, Subparagraph 5.11.1, has been revised via this addendum.

Question 54: Technical Exhibits, Exhibit B-22, page 210, Refugee Eligible Population by Country of Origin; and Statement of Work page 68, Section 1.1.12.1 Caseload Projections. Will penalties be assessed to the provider if refugee arrivals are fewer than expected and projected number to be served therefore exceeds actual numbers served?

Answer 54: There will be no penalties based on the terms of the contract; however, funding is tied to refugee arrivals and services are subject to availability of funding.

Question 55: Technical Exhibits, Exhibit B-22, page 210, Refugee Eligible Population by Country of Origin; and Statement of Work page 68, Section 1.1.12.1 Caseload Projections. Does the County anticipate that the projections included in the Exhibits and the Statement of Work will be consistent with eligible individuals when the contract period begins?

Answer 55: No, these are projections and may change.

Question 56: Exhibit B-23, provides the total caseload breakdown, which includes the SB 1041, FS, and REP caseload. Does that breakdown include

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that all clients are receiving some level of FS funded services and are being screened?

Answer 56:

No, not all clients are receiving some level of FS funded services. On the bottom of page 3 of Technical Exhibit B-23, the breakdown of the caseload by funding types is provided. The caseload number is specific to August 2018, and only one person received FS funded services for that month.