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DEPARTMENT OF PUBLIC SOCIAL SERVICES

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March 17, 2015

**ADDENDUM ONE
TO THE REQUEST FOR PROPOSAL
FOR SUPPLEMENT SECURITY INCOME APPEALS REPRESENTATION SERVICES
RFP CMD #15-01**

This is Addendum One to the Supplemental Security Income Appeals Representation Services Request for Proposal (RFP CMD #15-01), which was released on February 26, 2015.

Part One of this Addendum contains the answers to the questions that were submitted during the Mandatory Proposers' Conference held on March 10, 2015. Part Two of the Addendum contains portions of the RFP that have been revised.

The information contained in this Addendum One 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 1:00 p.m., local time, April 1, 2015. No late proposals will be accepted.

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

**ADDENDUM ONE
TO THE REQUEST FOR PROPOSAL FOR SUPPLEMENTAL SECURITY
INCOME APPEALS REPRESENTATION SERVICES (SSIARS)
RFP CMD #15-01**

PART ONE

Answers to questions received prior to and during the Proposers' Conference.

The information hereunder supersedes any other information previously provided.

1. Will the County provide teleconference capabilities so that a vendor may attend the Mandatory Proposer's Conference via telephone? If so, what is that call information?

ANSWER: The County does not provide teleconference capabilities. Vendors must attend the Mandatory Proposers' Conference in person.

2. Under RFP Section 3.0 Proposers Minimum Qualifications: It states that a vendor must have a Lead and two supporting hearing representatives assigned to this project all of whom are licensed attorneys. Under SSA rules, a representative may be an attorney or other qualified individual who is in good standing with the agency (EN-05-10075). Would the County consider proposals from organizations who have qualified non-attorney representatives on staff with more than the minimum years of experience providing SSI representation to TANF recipients based on SSA's definition as described above?

ANSWER: The Lead Hearing Representative and other Hearing Representatives must be licensed attorneys. Please refer to Request for Proposal (RFP) Section 3.0, Proposer's Minimum Mandatory Qualifications, Subsections 3.3 and 3.4.

3. RFP Section 3.6: Proposer must have (or will have by the contract award date), service locations that are no farther than a one (1) hour commute by public transportation (bus), from each of the 14 DPSS District Offices providing SSIMAP services to GR, and CalWORKs Participants. A list of the 14 offices is in Appendix B, SOW Exhibits, Exhibit B-5, SSI Appeals – Contract Regions.

Can the County clarify if this requirement applies only to the region(s) that the proposer chooses to bid on? For example, if a proposer bids on just one region, then the requirement to have a service location no farther than one hour by public transit will be only from those DPSS district offices in that region?

ANSWER: If a proposer bids on only one region, its service location for that region must be no farther than one hour by public transit.

4. The way you have outlined in the RFP, you make the methodology to provide the services separate from the methodology to serve the population. I just want to clarify that Section 7.8.8 A and 7.8.8 B outlined as separate pages and that you are looking for two separate things.

ANSWER: Yes. Proposers must provide two descriptions of the methodology on how to provide SSIARS and to serve the population. Please refer to RFP, Section 7.0, Proposal Submission Requirement, Subsection 7.8.8.

5. RFP Section 7.8.7 A-D – Proposer’s Qualifications: What is the page limit requirement for this section of a vendor’s proposal?

ANSWER: There is no page limit for Proposer’s Qualifications. Refer to RFP, Section 7.0, Proposal Submission Requirements, Subsection 7.8, Business Proposal, Paragraph 7.8.7, Proposer’s Qualifications.

6. RFP Section 7.8.8 B1-4 – Proposer’s Methodology: What is the page limit requirement for this section of a vendor’s proposal?

ANSWER: There is no page limit for Proposer’s Methodology to Serve the Population. Refer to RFP, Section 7.0, Proposal Submission Requirements, Subsection 7.8, Business Proposal, Paragraph 7.8.8 B, Proposer’s Methodology to Serve the Population, Items 1-4.

7. RFP Section 7.8.9 A-B – Can a vendor assume if there are no page limits listed for every subsection, then none apply for that subsection?

ANSWER: Yes.

8. Can you please verify and confirm that in certain sections our response has page limits, while in other sections our response does not have page limits? (for example: page 38, Section 7.8.6 Executive Summary is limited to 2 pages....Page 38, Section 7.8.7 Proposer’s Qualifications does not indicate any page limits).

ANSWER: Yes, there are some sections that do not have page limits. If the page limit is not specified, there is no page limit.

9. RFP, Section 7.8.8, for Section A, you have a limit of 10 pages, but no page limit on Section B. There are areas with page numbers and areas with no page numbers. Does that mean there is no page limit where you did not put a limit?

ANSWER: Yes, there are some sections that do not have page limits. If the page limit is not specified, there is no page limit.

10. RFP, Section 7.8.7, there was no page limit on the qualification. Does that mean there is no limit?

ANSWER: Yes. If the page limit is not specified, there is no page limit.

11. The required Form 19, it's like a complicated excel form, can you make that available to us?

ANSWER: Yes. A soft copy is provided with the release of this addendum. Interested Proposer can find the copy of Form 19 on DPSS website, at the following link:

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

12. If we hand deliver our proposal, is the receptionist desk in this building (East Building) the preferred drop off place?

ANSWER Yes. Please refer to RFP, Section 7.0 Proposal Submission Requirement, Subsection 7.11 Proposal Submission, Page 56. The Proposal(s) shall be delivered to:

County of Los Angeles
Department of Public Social Services
Contract Management Division
12900 Crossroads Parkway South, 2nd Floor
City of Industry, CA 91746
Attn: Thu P. Pham, Management Fellow

13. I just want to verify on page 252, which is the bid sheet, I know ideally you want us to name the region and give a firm fixed unit cost, which is one number. If a proposer wanted to, per region, can they give, let's say, two different styles of proposed cost – one is a fixed fee, and one is on a sliding scale depending on the number of wins that occur in a year and that is the changing rate or does it have to be one fee?

ANSWER Proposer must provide one fixed fee. Please see RFP, Section 7.0 Proposal Submission Requirement, Subsection 7.9, Paragraph 7.9.2, Bid Sheet (Cost Proposal, Section A, Form 11).

14. Are you looking to provide an award to one single bidder? Or would you consider multiple bidders to multiple regions? Or multiple bidders? Does the County prefer to have just one contractor?

ANSWER: A maximum of one contract will be awarded for services in each region. Contracts may be awarded to the same Proposer to serve one region, multiple regions, or all eight regions. This RFP may result in only one

Proposer servicing all eight regions, or up to eight Proposers, each serving one region. Refer to RFP, Section 1.0, Introduction, Page 1.

- 15.** Do you find that over the year the General Relief (GR) enrollment for LA County is going up? Stable? Or Going down?

ANSWER: In the past six months, the GR enrollment has reduced a little, approximately 9%, but not a dramatic difference.

- 16.** The previous person mentioned that GR Program have a staff of about 60 that help with the pre-screening for the initial process to help with the SSI application. How does the initial process work for CalWORKs?

ANSWER: SSI CalWORKs Advocacy Program is a small program, with four people to take the SSI application for CalWORKs participants. We have three offices location throughout LA County: Glendale area, Wilshire Special District, and San Gabriel Valley Office.

- 17.** RFP pg. 5 it states, "The County will only pay the contract fee for cases approved at Stages 3, 4, 5, or 6, and for RSDHI Title II benefits. Any additional fee for cases approved at Stages 5 and 6, or for RSDHI Title II approvals, would be voluntary, and require a private agreement between the GR and CalWORKs participant and the Contractor, conforming to the fee agreement guidelines set by the SSA."

Can the county clarify if a participant has a concurrent SSI/RSDHI claim, it will pay the agreed upon fee for the win, but if it is an RSDHI only claim, the County will not pay a fee?

ANSWER: The County will pay for SSI wins. A combination SSI/RSDHI win is counted as one win. If the RSDHI claim alone is approved, the County will pay for the win.

- 18.** On page 73, second paragraph, is there a typo error on the 2nd line? Should the sentence read "The County will only pay the contract fee for cases approved at Stages 3, 4, 5, 6, and for RSDHI Title XVI Benefits?" Can DPSS please clarify what it will pay for? This sentence seems to be in conflict with other parts of the RFP which state that County will only pay for approvals for Title XVI benefits and not Title II benefits.

ANSWER: The County will pay for SSI wins. A combination SSI/RSDHI win is counted as one win. If the RSDHI claim alone is approved, the County will pay for the win.

- 19.** For pages 72 and 73, it says that a separate fee agreement has to be set up for stages 5 and 6 which is the appeal and district court, but based on what you said,

the way the contract has been previously set up, if there was a concurrent claim, Title XVI will be paid for by the County, and Title II was never paid for the County, we would have to have a separate fee agreement for Title II.

I just want to verify that if they have a concurrent claim, they win both claims at the hearing. Contractor submits an invoice for Title XVI only, and Title II, they have to have a private fee agreement with the claimant.

ANSWER: County will refer participants who have concurrent, Title II and Title XVI, applications. If the participant only receives Title II approval, then County will count that as a win and Contractor could invoice to the County. Refer to RFP, Appendix C, Sample Contract, Section 5.0 Contract Sum, Subsection 5.5 Invoices and Payments, Paragraph 5.5.4.2, Page 182.

20. How does withdrawal and result in dismissal count in term of the percentage rate for deduction and incentive? A favorable is a win and unfavorable is a loss. Does anything else count?

ANSWER A win is when a GR or CalWORKs participant obtains an SSI approval. SSI Appeal Hearing Win Rate is determined by dividing the number of SSI approvals by the sum of the number of SSI Approvals and the number of SSI denials for participant cases that go to the hearing. Refer to Addendum One, Part Two, Item Number 3.

21. Can DPSS please clarify point 4.2.8 on page 81 in the Statement of Work? How does this section work in conjunction with Stage #3 of the Statement of Work on page 72. Please clarify.

ANSWER: Contractor shall not file a Request for Reconsideration application on behalf of any GR or CalWORKs participant. Stage 3 occurs when the SSA refers a participant's case to their Screening Unit for reexamination of the reconsideration denial, then the Contractor shall work with the SSA Screening Unit to justify the Participant's eligibility for SSI. If the Contractor succeeds in obtaining an SSI approval for the participant at Stage 3, then it counts as a win. Refer to RFP, Section 1.0 Introduction, Page 4.

22. Can you please clarify Stage #3 of the Statement of Work on page 72. When DPSS says "Screening Unit", is it referring to those cases that are won by way of an "On The Record" (OTR) decision?

ANSWER: Yes.

23. What you list on page 71 and 72, you have this SSA Screening Unit, could you clarify what that is referring? Are you talking about “On the Record” Decision?

ANSWER: Yes. The governing body that reexamines the reconsideration denial is the Screening Unit. If participant’s case is referred to the Screening Unit, Contractor shall work with the SSA Screening Unit to justify the participant’s eligibility for SSI. This counts as a win. Refer to RFP, Section 1.0 Introduction, and Appendix A, Statement of Work, Section 1.0 Scope of Work.

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INCOME APPEALS REPRESENTATION SERVICES
RFP CMD #15-01**

PART TWO

Addendum One, Part Two to the Request for Proposal RFP CMD #15-01 shall cause the following revisions. **The information hereunder supersedes any other information previously provided.**

1. RFP, Table of Contents, Section 8.0 Selection Process and Evaluation Criteria, Subsections 8.4 and 8.5 have been revised to read as follows:

- 8.4 Business Proposal Evaluation and Criteria (~~65%~~ 75%)
- 8.5 Cost Proposal Evaluation Criteria (~~35%~~ 25%)

2. RFP, Appendix A, Statement of Work, Section 4.0 Specific Tasks, Subsection 4.10 Notification of Withdrawal, Paragraph 4.10.5 has been revised to read as follows:

If the participant is combative with staff and counsel, such that counsel and Contractor's staff ~~and the DPSS SSIMAP Advocate~~ cannot effectively work with the participant, then Contractor shall submit a detailed report to County that clearly reflects how the participant's combative behavior and actions made working with the participant ineffective and/or unmanageable.

3. RFP, Appendix C, Sample Contract, Section 2.0 Definitions, Subsection 2.52 has been revised to read as follows:

2.52 SSI Appeal Hearing Win Rate: SSI Appeal Hearing Win Rate is determined by dividing the number of SSI Approvals by the sum of the number of SSI Approvals and the number of SSI denials, for Participant cases that go to the hearing during each ~~fiscal~~ year commencing with its effective date.

4. RFP, Appendix C, Sample Contract, Section 5.0 Contract Sum, Subsection 5.1, Paragraph 5.1.2 Performance Incentives and Deductions has been revised to read as follows:

5.1.2 Performance Incentives and Deductions:

5.1.1.1 The Contractor shall be entitled to a performance incentive if the SSI Appeal Hearing Win Rate for each year is 65 percent or greater. If the Contractor's SSI Appeal Hearing Win Rate is 65 percent (65%) or greater for each ~~fiscal~~ year, the performance incentive payment shall be \$10,000. If the

Contractor's SSI Appeal Hearing Win Rate is 74.1 percent (74.1%) or greater, the incentive payment shall be \$15,000.

5.1.1.2 Contractor shall be subject to a performance deduction of \$5,000 if the SSI Appeals Hearing Win Rate for the contract ~~Fiscal Year~~ year is less than 54 percent.