

REQUEST FOR QUALIFICATIONS



Educational and Vocational services RFQ

2016-001

County of San Mateo Probation Department

Release Date: August 4, 2016

Responses must be Received
by 4:00 p.m. Pacific Standard Time
on September 15, 2016

REQUEST FOR QUALIFICATION
FOR
Educational and Vocational Services RFQ

Interested respondents must register online with the County at
www.publicpurchase.com

Responses must be submitted electronically to
www.publicpurchase.com

By 4:00 p.m. Pacific Time on September 15, 2016

RESPONSES WILL NOT BE ACCEPTED AFTER THIS DATE AND TIME

Note regarding the Public Records Act:

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

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

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SECTION I – GENERAL INFORMATION

A. STATEMENT OF INTENT

As outlined in more detail in Section II – Scope of Work, this RFQ seeks responses from any and all qualified agencies or individuals to provide educational and vocational services for the San Mateo County Probation Department's Bridges Program. The targeted commencement date and term for the proposed services is January 1, 2017 to December 31, 2017, subject to negotiation and final agreement.

The Probation Department (the "Department"), protects the public by operating safe, humane, and cost-effective services for adult and juvenile criminal offenders. The Bridges Program is an intensive outpatient day treatment program that helps adult offenders with substance abuse problems break the cycle of drug abuse and crime. The program was developed in 1999 in response to high recidivism rates among adults with substance abuse issues.

The Bridges Program staff and volunteers are selected for their special skills in working with the targeted population and are specially trained. The intensive approach to treatment requires small caseloads and strong environmental controls such as drug testing and electronic monitoring. The program's effectiveness lies, in part, on the commitment of both staff and participants in this one-year program.

Bridges clients progress through three phases:

- Phase I (~4 months): Up to 30 participants at any given time attend the program Monday through Friday from 8:30 am to 3:30 pm (program hours are subject to change). During the day they attend classes and lectures such as cognitive-based reasoning groups, substance abuse recovery group and individual counseling, family therapy, parenting skills, anger management, and dual diagnosis treatment (including seeking safety and crisis counseling). They also participate in vocational classes with a focus on computer training and literacy, communication, and job readiness. Participants appear regularly in Court for progress reports, are frequently tested for alcohol and controlled substances, and are on electronic monitoring during this phase.
- Phase II – Part I (3-4 months): Phase II is an intensive probation period where participants transition back to the community and, in most cases, work full-time. Educational and vocational goals will be pursued if the participant is not working. They also are required to attend twice weekly counseling groups/treatment and appear in court monthly for progress reports. Participants in Phase II are required to complete 40 hours of community service.
- Phase II- Part II (3-4 months): Probation supervision is decreased in this phase as participants are fully integrated back into the community. Participants continue with treatment (weekly counseling groups) and court appearances with progress reports continue every eight weeks.

- **Graduation Phase:** Upon the successful completion of the program phases, the participant is no longer required to appear before the court for progress reviews. During their final court appearance, all fines and fees with the exception of restitution are ordered deleted by the court and they are eligible to take part in a formal graduation ceremony. They are required to attend monthly graduate groups and will continue to submit to scheduled and random chemical testing as directed by their probation officer for a minimum of six months.

B. THE REQUEST FOR QUALIFICATIONS PROCESS

The County of San Mateo seeks by way of this RFQ to survey qualified providers about their knowledge and expertise regarding the provision of educational and vocational services, or similar services, indicated. Agencies or individuals must be able to show that they are capable of performing the services requested. Such evidence includes, but is not limited to, the respondent's demonstrated competency and experience in delivering services of a similar scope and type and local availability of the respondent's personnel and equipment resources.

The information in this RFQ is in no way final nor does it represent what may be contained in a future RFP. This RFQ does not constitute a commitment to issue an RFP, award a contract, or pay any costs incurred in the preparation of a response to this request.

SECTION II – SCOPE OF WORK

A. DESCRIPTION

The County welcomes responses from all qualified agencies and individuals to provide educational and vocational services to clients enrolled in the Bridges Program. The goal of the Bridges Program is to ensure that all clients secure employment (temporary, part-time, transitional or voluntary) after program completion. Selected contractor (s) must be able to assist clients in their job search, through the provision of educational and vocational services, including but are not limited to:

These educational and vocation services include, but are not limited to:

- **Computer training and literacy:** keyboarding, creating, storing and editing files; use of the latest version of the Microsoft office suite, including MS Word, MS Excel, MS Power Point
- **Fundamentals of communication:** speech construction and delivery – how to making individual presentations, leading discussions, participating in group activities; communication etiquette and courtesies; overcoming the fear of public; listening techniques; business writing
- **Job Readiness:** searching for a job, resume and cover letter preparation, filling out an application, mock interviews

These classes will be offered in the afternoon, from 1:00 p.m. to 4:00 p.m. at the Bridges program site on 680 Warren Street, Redwood City, CA 94063.

B. FUNDING

This is funded by the San Mateo County Probation Department's General Fund.

C. ADDITIONAL REQUIREMENTS/CONSIDERATIONS

Selected contractor(s) will be subject to fingerprinting requirements and background checks.

SECTION III – GENERAL TERMS AND CONDITIONS

Register at publicpurchase.com. All potential respondents must register with Public Purchase to receive important updates about the RFQ process and to submit responses.

Read all Instructions. Read the entire RFQ and all enclosures (if any) before preparing your response.

Questions and Responses Process. Submit all questions relating to this RFQ to the designated questions field associated with this RFQ at publicpurchase.com.

All questions must be received no later than 4:00 p.m. on August 25, 2016.

All questions and responses will be posted to publicpurchase.com.

If changes to the RFQ are warranted, they will be posted to the publicpurchase.com website. It is the responsibility of each respondent to check the website for changes and/or clarifications to the RFQ prior to submitting a response.

Contact With County Employees. As of the issuance date of this RFQ and continuing until the final date for responses, all respondents are specifically directed not to hold meetings, conferences, or technical discussions with any County employee for purposes of responding to this RFQ except as otherwise permitted by this RFQ.

Respondents may submit questions or concerns using the questions and answers process as stated above.

Miscellaneous. This RFQ is not a commitment or contract of any kind. The County reserves the right to pursue any and/or all ideas generated by this RFQ. The responses shall be used to determine the respondent's ability to render the services to be provided. The failure of a respondent to comply fully with the instructions in the RFQ may eliminate its response from further evaluation as determined at the sole discretion of the County.

SECTION IV – REQUEST FOR QUALIFICATIONS PROCEDURE

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

A. TENTATIVE SCHEDULE OF EVENTS

EVENT	DATE
Release Request for Qualifications	August 4, 2016
Questions Submitted to County Deadline	August 18, 2016
Release Responses to Questions	August 25, 2016
RFQ Response Deadline	September 15, 2016
Review of Responses ⁽¹⁾	September 19, 2016

(1) Dates are subject to change

B. SUBMISSION OF RESPONSES

Public Purchase Registration: Providers/service providers interested in responding to this RFQ must register online with the County of San Mateo at www.publicpurchase.com. The County will not be held responsible for or liable for registration errors.

Responses: The RFQ response will be submitted electronically to www.publicpurchase.com by 4:00 p.m. Pacific Standard Time on September 15, 2016.

All responses must be received by the stated date and time in order to be considered for review. The County will not be responsible for and may not accept late responses due to slow internet connection, or for any other electronic failure (including but not limited to information transmission and internet connectivity failures) of the publicpurchase.com system.

C. RESPONSE REVIEW AND SELECTION

During the review process, the County may require a respondent's representative to answer specific questions orally and/or in writing. The County may also require a visit to the respondent's offices, other field visits or observations by County representatives, or demonstrations as part of the overall RFQ review.

Responses to this RFQ must adhere to the format detailed in Section V - RESPONSE SUBMISSION REQUIREMENTS. The criteria used as a guideline in the review will include, but not be limited to, the following:

- Firm qualifications and experience, including capability and experience of key personnel and experience with other public or private agencies to provide these services
- Proposed approach, including clarity of understanding of the scope of services to be provided and appropriateness of the proposed solution/services
- Customer service

- History of successfully performing services for public or private agencies
- Ability to meet any required timelines or other requirements
- Cost to the County for the primary services described by this RFQ
- References
- Compliance with County RFQ and County requirements

SECTION V – RESPONSE SUBMISSION REQUIREMENTS

The response should be submitted in the following format:

A. GENERAL INSTRUCTIONS

All responses should be typewritten or prepared on a computer and have consecutively numbered pages, including any exhibits, charts, and/or other attachments.

All responses should adhere to the specified content and sequence of information described by this RFQ.

Submit one (1) complete electronic (PDF, Microsoft Word document, etc.) version of your response and any required attachments to the County via www.publicpurchase.com per the instructions found on the publicpurchase.com website. If paper submissions are also required, follow the instructions in C.2. below.

B. COVER LETTER

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

C. RESPONSE CONTENT AND FORMAT

1) Response Narrative (5 pages maximum)

Items below contain brief descriptions of material that must be included in this response.

○ Summary of Qualifications

Describe the agency's history, mission, programs, and services it provides; administrative structure; and experience in providing similar services. With the history include length of time in business, and any experience working with public agencies. Describe how this program will fit into your overall organization. Attach an organizational chart.

○ Cultural Competency

Describe how your agency/program will ensure cultural competence. This may include culturally relevant service features and staffing objectives that reflect cultural and linguistic diversity and that value the cultural diversity of San Mateo County.

- Service Methodology
Describe your service model and approach to addressing the service needs of the target population, your approach to working collaboratively with multi-agency partners, and the geographic area of the County, if applicable.
- Staffing – Organizational Capacity
Describe proposed staff and their duties, including disciplines and degrees, as appropriate. Describe your process for initial and ongoing licensing checks, including waivers. Describe current and ongoing training and experience of staff to ensure client needs will be addressed. Identify the person who will be overseeing the County account. Provide the level of education, background and experience that this person has.
- Implementation Timeline
Describe your proposed implementation work plan, including timeline for the implementation of services. Demonstrate the capacity to implement the program by January 1, 2017.
- Start-up Requirements
Describe start-up requirements (if any) and the lead-time necessary to begin providing services as a part of your implementation plan above.
- Quality Assurance
Describe criteria for how potential employees are screened and what their qualifications are. Describe how you guarantee quality services over time. Describe measurements/metrics/deliverables/assessments you will provide on at least an annual basis to allow the County to assess the services you will provide.
- References
Include three references recently familiar with the quality and reliability of the respondent's work. Include the name, mailing address, contact person, and phone number for each reference.
- Insurance
The County has certain insurance requirements that must be met. In most situations those requirements include the following: the contractor must carry \$1,000,000 or more in comprehensive general liability insurance; the contractor must carry motor vehicle liability insurance, and if travel by car is a part of the services being requested, the amount of such coverage must be at least \$1,000,000; if the contractor has two or more employees, the contractor must carry the statutory limit for workers' compensation insurance; if the contractor or its employees maintain a license to perform

professional services (e.g., architectural, legal, medical, psychological, etc.), the contractor must carry professional liability insurance; and generally the contractor must name the County and its officers, agents, employees, and servants as additional insured on any such policies (except workers compensation). Depending on the nature of the work being performed, additional requirements may need to be met.

- Cost Analysis and Budget for Primary Services
 - Provide a detailed explanation for all costs associated with your providing the requested services.
 - Include costs associated with start-up requirements, if such requirements were included above.

2) Response Submissions

- Submit one (1) signed, original response electronically through www.publicpurchase.com. Responses must be signed by the respondent. An unsigned response may be rejected. A response may be signed by any authorized agency representative of the respondent.
- Paper copies of the response are requested and should be typewritten; have consecutively numbered pages; including any attachments; and be securely bound. For ease of reference, include a Table of Contents by page number.
 - Submit two (2) paper copies.
 - Submit paper copies of the response in a sealed package clearly indicating the title of this RFQ. Include name and address of the respondent. Responses are to be sent to the address indicated in paragraph C.3.

3) Response Due Date

All responses must be received by **4:00 p.m. on Thursday, September 15, 2016**. Responses are not considered complete unless they include the following items: one (1) original including original signature of respondent and two (2) copies of response. Address responses to:

Noelle Vergara, Management Analyst
San Mateo County Probation Department
222 Paul Scannell Drive
San Mateo, CA 94402

E-mail: nvergara@smcgov.org

Any responses delivered after 4:00 p.m. on Thursday, September 15, 2016 may be rejected by the County as not meeting the requirements of this RFQ.

SECTION VI – ENCLOSURES