

## SSI/SSP/SSDI Client Advocacy Services

RFP # FY2020-05

**PROPONENT: Public Consulting Group**

E2 E3 E4

<b>Attachment C - Experience</b>			
Maximum Points Available 15			
Score	4	5	5
<b>Points Awarded</b>	<b>12.00</b>	<b>15.00</b>	<b>15.00</b>

<b>Attachments D and D-1- Prior Program Management</b>			
Maximum Points Available 25			
Question 1	5	5	4
Question 2	5	4	4
Question 3	4	4	4
Question 4	3	4	3
Question 5	5	5	4
Question 6	3	4	3
Question 7	4	4	3
<b>Total</b>	<b>29.00</b>	<b>30.00</b>	<b>25.00</b>
Average Score	4.14	4.29	3.57
<b>Points Awarded</b>	<b>20.70</b>	<b>21.45</b>	<b>17.85</b>

<b>Attachments E and E-1 - Planned Program Management</b>			
Maximum Points Available 30			
Question 1	4	5	5
Question 2	3	4	3
Question 3	3	4	3
Question 4	4	5	4
Question 5	5	5	4
Question 6	4	4	3
Question 7	3	4	3
Question 8	3	4	4
Question 9	3	4	3
Question 10	3	4	3
Question 11	5	5	4
Question 12	2	3	3
Question 13	5	5	4
<b>Total</b>	<b>47.00</b>	<b>56.00</b>	<b>46.00</b>
Average Score	3.62	4.31	3.54
<b>Points Awarded</b>	<b>21.72</b>	<b>25.86</b>	<b>21.24</b>

<b>Attachment F - Direct Services to be Provided</b>			
Maximum Points Available: 30			
Question 1	5	5	4
Question 2	3	4	3
Question 3	4	5	4
Question 4	3	4	3
Question 5	3	4	3

**SSI/SSP/SSDI Client Advocacy Services****RFP # FY2020-05****PROPOSER: Public Consulting Group**

	<b>E2</b>	<b>E3</b>	<b>E4</b>
Question 6	4	5	4
Question 7	2	3	2
Question 8	2	3	2
Question 9	3	4	3
Question 10	3	4	3
Question 11	3	4	3
Question 12	2	3	3
Question 13	3	4	3
Question 14	2	2	3
<b>Total</b>	<b>42.00</b>	<b>54.00</b>	<b>43.00</b>
Average Score	3.00	3.86	3.07
<b>Points Awarded</b>	<b>18.00</b>	<b>23.16</b>	<b>18.42</b>

Total Points Awarded per Evaluator	72.42	85.47	72.51
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Total Combined Points Awarded by all Evaluators	230.40
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<b>Average of All Points Awards - Final Proposal Score</b>	<b>76.80</b>
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## **RFP Scored Questions**

# RELATED DIRECT SERVICE EXPERIENCE

# Attachment E ATTACHMENT C

Name of Proponent: \_\_\_\_\_

INSTRUCTIONS: In correlation with this RFP complete the following tables in the order presented. One of the two options next to each table description must be checked. Begin with the most current experience. ***Limit your response to this Attachment C to no more than four (4) pages utilizing the same table format. Pages that exceed page limit will not be evaluated or scored.***

## Table One: Experience with the County of Orange

☐ Yes - See Below ☐ No Experience with the County of Orange

Proponent must list all contracts and briefly describe services it has provided in the past five (5) years for the County of Orange. In particular, Proponent must describe experience in providing services that are the same as or similar to those services being requested in the RFP

Service Beginning and End Dates	Name and <u>Brief</u> Description of Services	Population Served	Dollar Amount of Contract	Location of Services (City, County & State)	Name of Awarding Agency

## Table Two: Experience with other than the County of Orange

☐ Yes - See Below ☐ No Experience with other than the County of Orange

Proponent must briefly describe all services provided in the past five (5) years, for entities other than County of Orange. In particular, Proponent must describe experience in providing services that are the same as or similar to those services being requested in the RFP.

Service Beginning and End Dates	Name and <u>Brief</u> Description of Services	Population Served	Dollar Amount of Contract	Location of Services (City, County & State)	Name of Awarding Agency

## RELATED DIRECT SERVICE EXPERIENCE

**Table Three: Additional Experience**

☐ Yes - See Below    ☐ No Additional Experience

In addition to contracted service experience as described in Tables One and Two above, Proponent may briefly describe services provided in the past five (5) years that are the same as or similar to those services being requested in the RFP.

Service Beginning and End Dates	Name and <u>Brief</u> Description of Services	Population Served	Dollar or Budgeted Amount	Location of Services (City, County & State)

**Table Four: Failure to Complete Contracts**

☐ Yes - See Below    ☐ No Failure to Complete Contracts

Proponent must state if it has failed or refused to complete a contract. If affirmative, Proponent must provide explanation for every instance. The definition of “*failure or refusal to complete a contract*” includes any contract that meets one or more of the following criteria: (1) The contractor terminated the contract early; (2) The contracting agency terminated the contract with cause as defined in the terminated contract; and/or (3) Terms of the contract were not fulfilled in their entirety, including meeting all goals and/or deliverables as described in the contract, with the exception of any requirements waived by the contracting agency.

Service Beginning and End Dates	Name and <u>Brief</u> Description of Services	Population Served	Dollar Amount of Contract	Location of Services (City, County & State)	Name of Awarding Agency/Entity
Explanation:					
Explanation:					

**INSTRUCTIONS:** In regards to the delivery of the service(s) specified in Proponent's response to Attachment C, Proponent must answer all of the following questions regarding its management of services stated on Attachment C. Answer all of the following questions in the order presented, restating the number and question before each response. If a question does not apply to your agency, answer with a full negative response rather than stating "Not Applicable." Begin with the most current experience. ***Limit your response to this Attachment D to no more than six (6) pages. Pages that exceed page limit will not be evaluated or scored. References to text located in other documents (e.g., "see attached" or hyperlinks) will not be evaluated or scored.***

1. In reference to Attachment C, describe management staff's experience in providing services that are the same or similar to services required of this RFP. Include experience in the following four (4) categories. ***Limit your response to no more than two (2) pages.***
  - a. Development
  - b. Implementation
  - c. Management
  - d. Evaluation
2. Describe your agency's experience and expertise in managing the delivery of service(s) specified in the RFP. Include the number of clients provided services, detail of services meeting or exceeding service expectation, areas where services did not meet and how these weaknesses were evaluated and strengthened.
3. Describe your agency's experience in providing resources to clients such as: vocational rehabilitation, behavioral health, and/or substance abuse.
4. Describe a minimum of two (2) challenges and/or barriers management encountered in the delivery of services included in Attachment C and how these were resolved. Specify what adjustments and/or improvements were made to service delivery as a result of what was learned.
5. Describe how your agency monitored its performance and how management addressed concerns related to previous contracts and/or projects.
6. Describe successful efforts and techniques your agency used to engage the target population.
7. Describe how your agency successfully recruited the most qualified candidates and what efforts were utilized to retain staff. Include what adjustments were made to better the process and improve outcomes.

PLANNED PROGRAM MANAGEMENT OF DIRECT SERVICES  
TO BE PROVIDED

INSTRUCTIONS: In regards to this RFP and Proponent's understanding of service(s) to be provided, Proponent must answer all of the following questions regarding its intended management of the services requested. Answer all of the following questions in the order presented, restating the number and question before each response. If a question does not apply to your agency, answer with a full negative response rather than stating "Not Applicable." Begin with the most current experience. ***Limit your response to this Attachment E to no more than eight (8) pages (excluding Attachment E-1). Pages that exceed page limit will not be evaluated or scored. References to text located in other documents (e.g., "see attached" or hyperlinks) will not be evaluated or scored.***

1. Complete the table in Attachment E-1, indicating all Management staff, Non-Management Supervisory, and Direct Services staff to be utilized to provide services in the resulting contract. If there is no current incumbent, specify "To Be Hired". The response in your proposal to this Question #1 should be, "See Attachment E-1".
2. In regards to Attachment E-1, if all incumbents have not been determined, describe your agency's recruitment plan and timeline for each position. ***Limit your response to no more than two (2) pages.***
3. Describe or include your agency's policies and procedures to recruit, hire and maintain culturally and linguistically appropriate staff which is representative of the target population and/or proposed service area. Include a description of direct staffs' training in cultural responsiveness and culturally sensitive service approaches which will be applied with the target population.
4. Describe how your agency's structure ensures effective management and administrative services of day-to-day operations. Include:
  - a. Description of the span of control for each position requiring supervision or oversight of personnel;
  - b. Complete information on existing and/or proposed local organizational structure within Orange County, and where applicable, outside Orange County; and
  - c. Relationship between the existing or proposed Orange County organization and the main office if the headquarters of the Proponent are located outside of Orange County.
5. Describe how your agency ensures effective management communication between supervisor and those being supervised and how supervision/communication will be accomplished during absences or attrition of supervisory staff.
6. Describe the method(s) your agency will use to self-evaluate the management of services to be provided.
7. Identify all project start-up activities and major ongoing activities which ensures no disruption in services and will best manage services to be provided. Include:
  - a. Hiring plan;
  - b. Assigning qualified and experienced management staff; and
  - c. Securing facility, if applicable.

**PLANNED PROGRAM MANAGEMENT OF DIRECT SERVICES  
TO BE PROVIDED**

8. Describe how your agency will provide administrative services and direct services at your current facilities or planned facilities. Include an Accessibility Plan that describes how clients located throughout Orange County can easily get to the facilities.
9. Describe how your agency will manage the development, implementation, and of the proposed services specified in this RFP.
10. Describe in detail how your agency's management plans will enable your agency to achieve the goals and outcomes specified in Subparagraph 9.13 of this RFP. Include clearly defined staff responsibilities and timelines for accomplishing tasks and ensuring quality.
11. Describe how your organization will communicate with all levels of SSA staff, including details on status of services specified in this RFP. Include details on computer equipment and systems that you plan to utilize.
12. Describe how your organization will handle client concerns and complaints, and communicate with SSA information pertaining to client concerns and complaints.
13. Describe how your organization will ensure confidentiality of client, County and County related records.



# STAFF – PLANNED PROGRAM MANAGEMENT OF DIRECT SERVICES TO BE PROVIDED

## Attachment E ATTACHMENT E-1

Complete the following table indicating all Management/Administrative staff, Non-Management Supervisory staff and Direct Service staff associated with Attachment E. Additional pages may be included provided pages utilize the same table format below.

Incumbent Name	Position/Title in Previous and Current Contracts or Projects	Years of Experience in Previous and Current Contracts or Projects	Relevant Education, Training, & Language Capability
Management/Administrative Staff			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			
Non-Management Supervisory Staff			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			

**STAFF – PLANNED PROGRAM MANAGEMENT OF DIRECT SERVICES TO BE PROVIDED**

Attachment E

**ATTACHMENT E-1**

Incumbent Name	Position/Title in Previous and Current Contracts or Projects	Years of Experience in Previous and Current Contracts or Projects	Relevant Education, Training, & Language Capability
Direct Service Staff			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			
			•
<u>Brief</u> Description of Assignment, Role, Responsibilities and Weekly Commitment			

**DIRECT SERVICES TO BE PROVIDED****ATTACHMENT F**

Name of Proponent: \_\_\_\_\_

**INSTRUCTIONS:** Answer all of the following questions in the order presented, restating the number and question before each response. If a question does not apply to your agency, answer with a full negative response rather than stating "Not Applicable." ***Limit your response to this Attachment F to no more than ten (10) pages. Pages that exceed page limit will not be evaluated or scored. References to text located in other documents (e.g., "see attached" or hyperlinks) will not be evaluated or scored.***

**Part A – Responses to the following questions will be scored.**

1. Provide a clear and concise description of proposed services and how they will be provided which clearly demonstrates an understanding of the services required in this RFP and the target population to be served. ***Limit your response to no more than two (2) pages.***
2. Describe your days and hours of service delivery. Include the extent to which you will be able to provide services outside of normal business hours.
3. Describe how your agency will monitor and evaluate its effectiveness in meeting objectives and achieving outcomes required in this RFP. The response must include:
  - a. What aspects of service delivery will be monitored;
  - b. Who will conduct quality assurance and frequency of evaluations;
  - c. What methods will be used to assess quality of services; and
  - d. How will deficiencies be addressed.
4. Specify how service delivery will:
  - a. Be strength-based;
  - b. Be conducted in a manner sensitive to literacy, language and socio-cultural issues that may impact the client;
  - c. Identify behavioral, mental health and substance abuse issues among clients;
  - d. Maximize opportunities to provide integrated, coordinated, and easily accessible resources for clients; and
  - e. Be outcome-driven and identify indicators that accurately reflect progress towards stated outcome measures.
5. Describe strategy or strategies that will be utilized to contact and engage target population in a manner which will maximize desired outcomes, including how the program's purpose will successfully be presented and ensure full program participation. Specify how client will be encouraged to fully participate in the program to achieve program goals.
6. Describe how you will assist clients in obtaining required documentation and completing the necessary paperwork to complete and submit an application for benefits in a timely manner.
7. Describe strategy or strategies to engage clients who may be resistant to participating in services and explain why such strategies will succeed, how success or failure will be measured and what processes will be implemented to support successful client engagement and resolve unsuccessful ones.

**DIRECT SERVICES TO BE PROVIDED****ATTACHMENT F**

8. Describe your strategy or strategies and experience in addressing the needs of chronically homeless hard-to-serve populations who demonstrate emotional, mental health or physical capacity barriers.
9. Describe any unique and/or innovative features of your proposal that would enhance your agency's ability to provide quality services to this target population.
10. Describe how your agency will consistently acquire, maintain, and ensure staff receive current information on community resources available.
11. Describe how the target population will be informed and referred to other services (e.g., local community based organizations, faith based organizations, family resource centers, mental health resources, etc.) to address their particular needs. Include what follow-up activities will occur to ensure the linkages are successful.
12. Describe how your agency will create and maintain an electronic or physical folder for each client. Include what software(s), hardware(s), or other format will be used, and how the information will be stored.
13. Describe how your agency will assist clients who have English as his or her second language and is limited in his or her English language proficiency. Include how your agency will provide translation services for the following languages: English, Spanish, Vietnamese, and Farsi.
14. Describe how your agency will ensure the proposed staff that will provide administrative and direct services will complete required and ongoing training and assistance to ensure that contract deliverables are met. Include how your agency will: disseminate training information; ensure training is completed; and keep record of required trainings.

**Part B – Responses to the following questions will not be scored and will not be counted toward the page limit described above in the instructions for this attachment.**

15. If subcontractor(s) are to be used for the provision of any service element, provide:
  - a. Name(s) of all subcontractor(s);
  - b. Procurement process and schedule;
  - c. Subcontractor(s) responsibilities and/or tasks;
  - d. Minimum qualifications for subcontractor's key personnel; and
  - e. Proponent's contractual relationship with subcontractor(s).
16. If subcontractor(s) will be utilized, but are not identified at this point, provide detailed strategy to determine subcontractor(s).