

**County of San Benito
Child Welfare Services**



**Request for Proposals
For**

**Resource Family Recruitment, Resource Family Training, Psychosocial Assessments and
Investigation of Complaints**

Date Issued December 12, 2016

Proposal Submission Deadline:
Friday, January 13, 2017, 5:00 p.m. Pacific Time

Proposal Submission Instructions:

1. **Submit one (1) hard copy of complete proposal to:**

US Mail, Fed Ex, UPS, etc., to:

Cynthia Larca, Deputy Director
San Benito County HHSA
Administration and Financial Services or
1111 San Felipe Road, Suite 206
Hollister, CA 95023

Hand Deliver to:

Cynthia Larca, Deputy Director
San Benito County HHSA
Administration and Financial Services
1111 San Felipe Road, Suite 103
Hollister, CA 95023

AND

2. **Submit one (1) copy via email of complete proposal in PDF format to all of the named recipients:**
Cynthia Larca (clarca@cosb.us), Maria Corona (mcorona@cosb.us), and Adam Weiner (aweiner@cosb.us). Note that these email addresses are to be used only for proposal submission.

1. SUMMARY

The San Benito County Child Welfare Services, hereinafter collectively referred to as “County”, is requesting proposals from all interested providers of Resource Family Recruitment, Resource Family Training, Psychosocial Assessment of Resource Families, and Investigation of Complaints.

Resource Family Approval (RFA) was created to expand recruitment and provide all resource families (foster parents, relative caregivers, and non-related extended family members) with the same training, support and certification process. RFA seeks to reduce duplication of efforts and aid in timely permanency by approving families for adoption and guardianship in the beginning of the foster parent approval process.

The term “Offeror” as used herein shall refer to providers submitting proposals in response to this Request for Proposals (RFP). The term “Contractor” or “Provider” is also used to describe the successful offeror(s) in the context of providing services under a contract resulting from this RFP.

Each proposal received in response to this RFP will be evaluated on the criteria described herein. All proposals must be sealed, clearly marked “PROPOSAL – Resource Family Services” and must include all elements described in the **PROPOSAL CONTENT AND FORMAT REQUIREMENTS** section of this RFP. One unbound, signed original proposal and one copy in PDF format must be submitted as directed on page 1 before the date and time listed in the **CONTRACT AWARD SCHEDULE** section of this RFP. The County will not be responsible for proposals delivered to a person or location other than that specified herein, and reliance on the postal service will not excuse late proposals.

No pre-proposal conference will be held. Questions or requests for clarification of this Request for Proposals may be submitted in writing, but must be submitted no later than the date and time listed in the **CONTRACT AWARD SCHEDULE**. Responses to written questions will be provided at the earliest opportunity. The County reserves the right to decline to respond to any questions.

Any amendment or addendum to this RFP is valid only if issued in writing by the County of San Benito Child Welfare Services.

2. DEFINITIONS

This RFP will utilize the following acronyms and definitions to describe services, target populations, and statutory frameworks:

- Approved Relative Caregiver (ARC) Funding Option Program – This county-optional program provides funding for participating counties to make payments to approved relative caregivers on behalf of non-federally eligible children in an amount equal to the

basic foster care rate paid to Aid to Families with Dependent Children-Foster Care (AFDC-FC) providers.

- Assets – Purchased goods with an individual unit cost of \$5,000 or more.
- California Department of Social Services (CDSS) – State organization that oversees diverse programs serving adults, children, and families.
- Child and Family Team (CFT) – A multidisciplinary team comprised of professionals, youth, family, and community supports (e.g., friends, relatives, and/or neighbors) working towards a youth’s successful transition out of the child welfare system.
- Child Welfare Services (CWS) – County agency that provides a range of services designed to ensure that all children live in safe, permanent and stable environments that support their well-being.
- Continuum of Care Reform (CCR) – A statutory and policy framework to ensure services and supports provided to children, youth, and families are tailored toward maintaining a stable permanent family.
- Foster Parent Recruitment, Retention and Support (FPRRS) – Funding provided to County CWS and Probation departments for the recruitment and ongoing support of new foster family home caregivers.
- Non-Minor Dependent (NMD) – Foster youth between the ages of 18 and 21 years old.
- Non-Related Extended Family Member (NREFM) – An adult caregiver who has an established familial relationship with a relative of the child or a familial/mentoring relationship with the child.
- Resource Family Approval (RFA) – A method of approving caregivers to foster, adopt, or provide legal guardianship youth in the child welfare and probation systems.

3. CONTRACT AWARD SCHEDULE

Publish RFP	December 12, 2016
Deadline for Questions	January 6, 2017
Proposal Submission Deadline	January 13, 2017
Contract Approval (tentative)	February 21, 2017
Services to Begin (tentative)	March 1, 2017

4. GENERAL CONDITIONS

- 4.1. Prime Responsibility: The selected Contractor(s) will be required to assume full responsibility for all services and activities offered in its/their proposal(s), whether or not provided directly. Further, the County will consider the selected Contractor(s) to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

- 4.2. Assurance: Any contract awarded under this RFP must be carried out in full compliance with Title VI and VII of the Civil Rights Act of 1964 as amended, and Section 504 of the Rehabilitation Act of 1973 as amended. The Provider must guarantee that services provided will be performed in compliance with all applicable county, state and federal laws and regulations pertinent to this project. Prior to executing an agreement the Provider will be required to provide evidence substantiating the necessary skill to perform the duties through the submission of references.
- 4.3. If this contract involves protected health information and the Health Insurance Portability and Accountability Act of 1996 (Public Law 104-199 (HIPAA) applies: Any contract awarded under this RFP must comply with the requirement of 42 U.S.C. §§ 1171 et seq., Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its subsequent amendments, related to Protected Health Information (PHI), in performing any task or activity related to this Agreement.
- 4.4. Independent Contractor: In performance of the work, duties and obligations assumed by the offeror, it is mutually understood and agreed that the offeror, including any and all of the offeror's officers, agents and employees, will at all times be acting and performing in an independent capacity and not as an officer, agent, servant, employee, joint venture, partner or associate of the County.
- 4.5. Vendors may submit alternate proposals. Alternate proposals shall be clearly marked as such.
- 4.6. San Benito County prohibits discrimination in employment or in the provision of services because of race, color, religion, religious creed, sex, age, marital status, ancestry, national origin, political affiliation, physical disability or medical condition. This clause does not require the hiring of unqualified persons.
- 4.7. The County reserves the right to reject any and all proposals, to negotiate specific terms, conditions, compensation, and provisions on any contracts that may arise from this solicitation; to waive any informalities or irregularities in the proposals; and to accept the proposal(s) that appear(s) to be in the best interest of the County of San Benito. In determining and evaluating the proposals, costs will not necessarily be controlling; the experience of those who will be providing services under the contract, quality, equality, efficiency, utility, suitability of the services offered, and the reputation of applicants will be considered, along with other relevant factors.
- 4.8. San Benito County reserves the right to:
 - Request clarification of any submitted information;
 - Not enter into any agreement;
 - Not to select any applicant;

- Amend or cancel this process at any time;
 - Interview applicants prior to award and request additional information during the interview;
 - Negotiate a multi-year contract or a contract with an option to extend the duration;
 - Award more than one contract if it is in the best interest of the County; and/or
 - Issue similar RFPs in the future.
- 4.9. Qualified vendors must be prepared to enter into the County's standard Personal Services Contract, a sample of which is attached as Attachment A to this RFP. Please review the details of Attachment A carefully. By reference, it incorporates many standards, terms and conditions required as part of this RFP. The County intends to award contracts substantially in the form of the sample agreement to the selected vendor(s). Portions of this RFP and the vendor's proposal may be made part of any resultant contract and incorporated in the Contract.
- 4.10. Prior to commencement of services, the Contractor must provide evidence of the following insurance coverages: Worker's Compensation, Commercial General Liability (naming the County of San Benito as additional insured), Comprehensive Business or Commercial Automobile Liability for Owned Automobiles and Non-owned /Hired Automobiles, and may also be required to provide Errors and Omissions insurance, Professional Liability or Malpractice Insurance depending on the nature and risks associated with the services provided. The Contractor will be required to maintain the required coverages, at its sole cost and expense, throughout the entire term and any subsequent renewal terms of the contract.
- 4.11. Pursuant to County Code § 5.09.012, Preference for Products Containing Recycled Materials, vendors are requested to use recycled products and sustainable practices whenever possible in preparing their response to this RFP, including using post-consumer recycled content paper and packaging products, and copying on both sides of the paper.
- 4.12. The County of San Benito encourages its contractors and subcontractors to use the U.S. Citizenship and Immigration Services E-Verify system to verify that employees are eligible to work in the United States. Information about the E-Verify system is available at www.dhs.gov/e-verify.
- 4.13. Pursuant to County Code § 5.09.013, Preference for Local Businesses, vendors that submit proposals whose costs are within 10% of the lowest bid will be considered equal to the lowest bid amount. A local business is defined as any person or entity that regularly maintains a place of business and transacts business in, or maintains an inventory of merchandise for sale in, the County of San Benito.

- 4.14. **Proprietary Information:** Trade secrets or similar proprietary data that the prospective contractor does not wish disclosed to other than personnel involved in the proposal evaluation effort or post-award contract administration will be kept confidential to the extent permitted by law as follows. Each page alleged to contain proprietary information shall be identified by the prospective contractor in boldface text at the top and bottom as “PROPRIETARY.” Any section of the proposal that is requested to remain confidential shall also be so marked in boldface text on the title page of that section. Despite what is labeled as confidential, proprietary, or trade secret, the determination as to whether or not certain material is confidential, proprietary or trade secret shall be determined in accordance with applicable law. If a prospective contractor designates any information in its proposal as proprietary pursuant to this provision, the prospective contractor must also submit one copy of the proposal from which the proprietary information has been excised. The proprietary material shall be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the content of the proposal as possible.

5. BACKGROUND

5.1. Background

- 5.1.1. Families initially become involved with San Benito County CWS because of a report of suspected child abuse or neglect. In cases where there is substantiated abuse or neglect, depending on the severity of the case, children may remain at home or be removed into out-of-home care. Out-of-home caregivers (Resource Families) may include foster parents, relative caregivers, or NREFMs. Every child in foster care has a permanency plan, which may include the goal of reunification, adoption or legal guardianship. Resource Families are an important part of ensuring safety and planning permanency for foster children.
- 5.1.2. The San Benito County Probation Department strives to achieve positive change with youth and their families by utilizing evidence based practices that provide guidance, structure and services while enforcing court orders and maintaining community safety. Youth are referred to the Probation Department through law enforcement referrals or citations. A variety of dispositions may result on a case by case basis anywhere from the charge being dismissed or handled informally to the minor being removed from the home and placed with a Resource Family.
- 5.1.3. In 2015, the California Assembly passed Assembly Bill 403 also known as CCR. CCR is a series of interdependent recommendations to improve assessments of minors, NMD, and families to make more informed and appropriate initial placement decisions, emphasize home-based family care placements,

appropriately support those placements with available services, change the goals for congregate care (group home) placements, and increase transparency and accountability for outcomes.

Specific recommendations of CCR, Resource Family Recruitment, Resource Family Training, and Psychosocial Assessments, envision caregivers to be active partners with public child welfare workers and service providers, with the ultimate goal of stepping children and youth down from congregate care and placing children in the most family-like setting. RFA was created to expand recruitment and provide all resource families (foster parents, relative caregivers, and NREFMs) with the same training, support and certification process. RFA seeks to reduce duplication of efforts and aid in timely permanency by approving families for adoption and guardianship in the beginning of the foster parent approval process.

5.2. Relative and NREFM participation rates

5.2.1. Participation rates remained comparatively static over three of the past four fiscal years, with a sharp drop in FY 2015-16. Rates of placement with relative and NREFM caregiver placements have been as high as 46 families in FY 2013-14 to as low as 13 families in FY 2015-16.

5.2.2. All parties interested in becoming an RFA certified home must be allowed to complete the process regardless of whether the relative child is placed with the interested party.

5.2.3. All parts of the certification process for nonrelated Resource Families will continue to be completed by San Benito County Health and Human Services Agency, in coordination with the selected contractor(s).

5.3. Through this RFP, San Benito County's Health and Human Services Agency is seeking community partners to address the needs of relative Resource Families who are pursuing the goal of becoming approved to foster children through RFA. Community partners include, but are not limited to, public or private non-profit organizations, private for-profit agencies and institutions of higher learning that have demonstrated effectiveness in providing Resource Family recruitment, family support, Resource Family training program services, conducting psychosocial assessments of families for the permanency options of adoption and guardianships, and adoption services.

5.4. Contracting Plan

5.4.1. One or more contracts will be executed for services starting March 1, 2017 (or as soon as contracts can be executed) through June 30, 2017, subject to funding

availability. The County reserves the right to extend the contract(s) for additional fiscal year(s) contingent upon continued funding availability and satisfactory contractor performance.

- 5.4.2. Fiscal years (FY) begin on July 1 and end on June 30. FY 2017-18 services are expected to begin on July 1, 2017. Contracts starting March 1, 2017 and any subsequent years are contingent and dependent on the County's receipt of anticipated annual funding from the California Department of Social Services for these specific programs and subject to the County's contractual obligations.

5.5. Funding Availability for San Benito County

- 5.5.1. Subject to funding availability, San Benito County anticipates dedicating annual funding allocations from CFT, RFA, ARC and FPRRS, as well as Social Services Realignment funds for these programs.
- 5.5.2. The funding amounts for the remainder of FY 2016-17 and, in the event that the contract(s) is/are extended, any additional fiscal years are subject to change pending funding changes at the County and/or State level. Should the amounts change from what is initially allocated, the County will work with the contractor(s) to determine the impact to services.

6. DESCRIPTION OF SERVICES REQUIRED

6.1. Scope of Services

- 6.1.1. Providers are expected to offer innovative and creative programs to provide services in one or more of the five following program areas. Each proposal must clearly identify which one of the five program areas is being addressed. Offerors may submit multiple proposals, but each proposal must indicate the specific program area being addressed.

- Resource Family Recruitment
- Resource Family Preapproval Training
- Resource Family Post-Approval Training
- Psychosocial Assessments
- Investigation of Complaints

- 6.1.2. Descriptions of the service areas for Resource Family Preapproval Training, Foster Parent Post-Approval Training, Psychosocial Assessment, and Investigation of Complaints are based on the Written Directives for RFA from CDSS. Contractors shall comply with any changes to the Written Directives that affect program services within 30 days of being notified by the County. The Written Directives governing RFA can be accessed at

<http://www.childsworld.ca.gov/res/RFA/pdf/WrittenDirectiveVersion2.1.pdf>.

6.2. Detailed Description of Service Areas

6.2.1. Resource Family Recruitment- Activities around Resource Family recruitment shall center on homes local to San Benito County, with an emphasis in the Hollister/San Juan Bautista area. Recruitment shall focus on Resource Families willing to foster children age 0-17, with special emphasis on families willing to care for youth age 10-17 and larger sibling sets. An emergency respite home, willing to take a child at any time of day for up to thirty days, shall also be a focus of recruitment. In addition, Resource Family recruitment shall ensure that the unique needs of foster youth on probation are met. Offeror shall provide an annual report on Resource Family Recruitment activities and data which includes:

- Resource Family recruitment rates based on the number of resource families that became RFA certified including:
 - Number of resource families who will foster children ages 10-17.
 - Number of resource families who will foster sibling sets.
 - Number of resource families who will foster probation youth.
 - Number of new resource family homes in San Benito County.
 - The certification of respite homes.
- Number of resource families who are retained beyond the initial three month period.
- Results of satisfaction surveys.

6.2.2. Preapproval Training- shall be 12 hours in duration, offered on a continuous basis to applicants as part of the requirements for RFA, and include:

- A Resource Family Orientation, which will include staff members of CWS, Psychosocial Assessment Contractor, and the Preapproval Training Contractor. The Orientation will explain the requirements of whole process of RFA and the responsibilities of a Resource Family and be initiated within ten days of RFA application submission.
- An overview of the child protective and probation systems.
- The effects of trauma, including grief and loss and child abuse and neglect, on development and behavior and methods to behaviorally support children impacted by trauma or child abuse and neglect.

- The role of the Resource Family, including working cooperatively with the child's family, service providers and agencies to develop and implement the child's or non-minor dependent's case plan.
- The role of the Resource Family on the Child and Family Team (CFT).
- Child and adolescent development and the effects of child abuse and neglect on development.
- Positive discipline and the importance of self-esteem.
- Common health issues of children and NMD in foster care including administration of psychotropic medications.
- Accessing education and health services and supports available to foster children or NMD in foster care to address education needs, physical, mental, and behavioral health, and substance use disorders, including culturally relevant services.
- Personal rights of children and youth in foster care including the Resource Family's responsibility to safeguard those rights, incorporating the right to have fair and equal access to all available services, placement, care, treatment, and benefits, and to not be subjected to discrimination or harassment on the basis of actual or perceived race, ethnic group identification, ancestry, national origin, color, religion, sex, sexual orientation, gender identity, mental or physical disability, or HIV status.
- Options for permanency.
- Birth parent relationships and safety issues regarding contact.
- Knowledge and skills related to the reasonable and prudent parent standard.
- Cultural needs of children, including instructions on cultural competency and sensitivity and related best practice for providing adequate care to children and youth across diverse ethnic and racial backgrounds, as well as children or youth identifying as lesbian, gay, bisexual, or transgendered.
- Basic instruction on the existing laws and procedures regarding the safety of foster youth at school and the ensuring of harassment and violence free school environment.
- Permanence, well-being, and education needs of children.
- Child and adolescent development, including sexual orientation, gender identity, and expression.
- Information on children who are born with positive toxicology, as applicable.
- Information regarding juvenile delinquency, as applicable.
- Training options that are flexible for Resource Families and can occur in the Resource Family's home or in office. In office trainings shall offer childcare.

- Training initialization within two weeks of a Resource Family referral for services.
- A database of completed training hours for RFA applicants.
- Frequent communication with RFA staff as to any concerns or issues related to an RFA family.

6.2.3. Post-Approval Training- Two-hour Post Approval Trainings shall be offered on a monthly basis to families who have completed the RFA process as part of RFA annual renewal and shall include but is not limited to:

- Trauma informed care and attachment.
- Core Practice Model.
- Crisis intervention.
- Behavior Management.
- Supporting children and NMD in school.
- Effects of drugs and alcohol abuse on children and NMD.
- Effects of domestic violence on children and NMD.
- Administration of psychotropic medications.
- Emancipation and independent living.
- Best practices for supporting commercially sexually exploited youth.
- Best practices for providing care for lesbian, gay, bisexual and transgender youth.
- Best practices for providing care to youth with special health care needs.
- Childcare for the participants.
- A database of completed training hours for each participant.
- Frequent communication with RFA staff as to any concerns or issues related to an RFA family.

6.2.4. Investigations of Complaints – Investigations staff shall evaluate information concerning a Resources Family to determine if they are not meeting requirements established by Written Directives and applicable law. Contractor shall investigate an allegation unless it is determined that the allegation could not have occurred or is part of a pattern of harassment.

- The following information will be documented:
 - All information received and evaluated pertaining to the allegation.
 - All complaints received concerning a Resource Family.
- Prior to visiting a Resource Family home, the investigating staff shall do the following:

- Review all information on file concerning the Resource Family
- Interview any complainant who may possess additional information regarding the complaint.
- Visits shall be conducted within ten days of receipt of a complaint. If investigating staff has unsuccessfully attempted to conduct an unannounced visits on three occasions, the staff member may schedule a visit with the family provided:
 - Doing so would not have a significant adverse effect upon the investigation or jeopardize the health and safety of any child or NMD placed in the home.
 - The Contractor has documented each attempt to make an unannounced visit to the home.
 - A CWS supervisor approves the scheduling of the visit.
 - When scheduling the visit, the Contractor may not disclose to the Resource Family that a complaint has been received.
- If the Contractor schedules a visit, the Contractor shall document the unsuccessful unscheduled visits in a Complaint Log, as well as CWS supervisor's approval to schedule a visit.
- When visiting a Resource Family home, a Contractor shall ensure that the Resource Family is aware of their rights and responsibilities during the investigation process, including all appeal rights for any actions which may result.
- A Contractor may not disclose the receipt of a complaint to a Resource Family prior to making a visit to the home.
- A ten day visit to a Resource Family home may be delayed under the following circumstances:
 - Law enforcement requests that the visit be delayed as it would adversely affect a law enforcement investigation.
 - The visit would endanger the health and safety of a child or NMD placed with the Resource Family.
 - The visit would increase the possibility of evidence being destroyed.
- When investigating a complaint, a Contractor shall take reasonable steps to ascertain the validity of the complaint. These steps may include, but are not limited to, the following:
 - Assessing the home environment.
 - Conducting interviews of any person who may have knowledge of the circumstances described in the complaint.

- Obtaining and/or reviewing any relevant records.
- Observing any child or NMD placed with the Resource Family in the home.
- Coordinating a medical examination of a child or nonminor dependent with the CWS caseworker of the child or NMD.
- Making additional unannounced visits to the home as needed.
- Upon completion of a complaint investigation, a Contractor shall:
 - Prepare a written complaint investigation report containing a finding for each allegation as substantiated, inconclusive, or unfounded.
 - A CWS supervisor shall review and approve the written complaint investigation report prior to notifying the Resource Family or complainant.
 - Give a copy of the written complaint investigation report to the Resource Family.
 - Notify the complainant, if known, of the findings of the complaint investigation.
- A complaint and any documents related to it shall be confidential and not released to the public if any allegation is determined to be unfounded.
- If, during the course of an investigation, a Contractor discovers or receives information indicating that a Resource Family may not be conforming to applicable laws or the Written Directives, which are unrelated to a complaint under investigation, the Contractor shall inform the County of noncompliance, and the County shall take appropriate action in response.
- A Contractor shall maintain a complaint log, which shall be available for review by CWS, and which shall contain the following information for each complaint:
 - The Resource Family involved.
 - The complaint allegation(s).
 - Date the complaint was received.
 - Name of the program staff member assigned to the investigation.
 - Whether the program staff member is the worker who approved the Resource Family.
 - Date the ten-day visit to the Resource Family home is due.
 - If the ten-day visit to the Resource Family home was scheduled, the date and time of each attempted unannounced visit, and the supervisor's approval to schedule the visit.
 - Date the ten-day visit was made.
 - Findings for each complaint allegation.

- If the complaint cannot be resolved within 60 days after the ten-day visit, a notation that further investigation is required.
- The County CWS shall report serious complaints and investigations to CDSS.

6.2.5. Psychosocial Assessment-Psychosocial Assessment staff shall attend Preapproval Training Orientations. The Provider shall conduct Psychosocial Assessment interviews as follows:

- A minimum of three face-to-face interviews with each applicant.
 - If more than one applicant, an individual interview with each applicant and a joint interview with all applicants must occur.
 - At a minimum, at least one additional interview with all applicants, either separately or jointly.
 - One of the required interviews may occur during training or in a classroom environment.
- A minimum of one separate face-to-face interview with all other persons, including children and NMD, living in the home of the RFA applicant, which shall include but not be limited to the following:
 - Parenting skills of the applicants
 - Strengths and weakness of the applicants
- Additional interviews as deemed necessary by Offeror.
- The majority of interviews shall take place in the home of an RFA applicant and shall include observation of the family environment and parent child interaction.
- At a minimum, the following information shall be gathered to complete the Psychosocial Assessment of an RFA applicant:
 - Childhood upbringing experiences.
 - Adult experiences and personal characteristics.
 - A risk assessment, which shall include:
 - Past and current alcohol use and other substance use and abuse history.
 - Physical, emotional, sexual abuse and family domestic violence history.
 - Past and current physical and mental health of the RFA applicant.
 - Current marital status and history of marriages, domestic partnerships, or significant relationships.
 - Children living in or out of the home:
 - Name.
 - Gender.

- Date of birth.
 - Relationship to applicant.
 - General health.
 - Past and current behavioral issues.
 - If children are not living in the home, the reason.
 - Custody arrangements and disputes.
 - Parenting approaches:
 - Family traditions and beliefs.
 - Family activities and home environment.
 - Parenting practices and discipline methods.
 - Family's ability to parent a child from different backgrounds or experiences including race, ethnicity, sexual orientation, gender identity, or a child who is gender non-conforming.
 - Discussion of the results of the background checks assessment.
 - Social support system.
 - Employment.
 - Financial situation:
 - Ability to ensure the stability and financial security of the family.
 - Understanding of legal and financial responsibilities when caring for a child or NMD.
 - Motivation to become a Resource Family, including relationship to a specific child considered for placement with the applicant.
 - Characteristics and demographics of a child or NMD best served by the Resource Family.
- The county shall review the Psychosocial Assessment completed by the Offeror and include as part of the County's comprehensive assessment of an RFA applicant.
 - The Psychosocial Assessment shall be initiated within 7 days of Orientation pursuant to a Resource Family passing a criminal clearance in accordance with W&IC 16504.5.
 - The Psychosocial Assessment shall be completed within 60 days of referral.

7. PROPOSAL CONTENT AND FORMAT REQUIREMENTS

Interested offerors shall submit one original copy of their proposal and one copy in PDF format as directed on Page 1 of this RFP.

Proposals shall be delivered no later than the date and time listed in the CONTRACT AWARD SCHEDULE and shall contain at a minimum the following items:

7.1. Cover Sheet (Attachment B)

- 7.1.1. Provide the full legal name of the Contractor who will execute the contract. Provide specific information concerning the agency, including: the agency's legal name, type of entity, and Federal Tax ID #.
- 7.1.2. The cover sheet must be signed by an owner, corporate officer, or agent authorized by the Contractor.

7.2. Background and Experience – 20 points

- a) Provide a brief and high level summary of the offeror, including how long in business, what programs and services are currently provided, qualifications of key staff, service location(s), and other factors that you believe make the offeror the best qualified service provider for this contract.
- b) Provide examples and references that substantiate your (organization's) experience in providing the types of service requested in this proposal. This needs to be detailed and verifiable.
- c) Please describe any current, pending or past litigation (within the last 10 years) that the organization has been, is, or is expected to be a party to.

7.3 Scope of Services – 45 points

- a) Narrative Description (30 of the 45 points): Describe the approach you will take to planning for and providing the services described in Section 5.
- b) Work Plan (15 of the 45 points): Using the format presented in Attachment C, provide a Work Plan that describes in detail the scope of services, strategies for performing contract duties and obtaining desired outcomes, and measurements to be used to determine success. Include service areas in San Benito County so extensiveness of offerings can be evaluated.

7.4 Staffing – 10 points

- a) Provide names and qualifications of key employees assigned to this work.
- b) Provide a staffing plan for meeting the requirements.
- c) Provide other relevant information that can aid County in its selection process.

7.5 Program Budget – 25 points

Using the sample format presented in Attachment D, provide a line item budget for the services proposed. Include a description of the cost basis for all variable

charges, e.g., hourly rates for staff. Describe your proposed basis for costing adjustments for potential future contract extensions.

8. SELECTION PROCEDURES

Proposals will be evaluated on the criteria outlined in the PROPOSAL CONTENT AND FORMAT REQUIREMENTS section, with a maximum possible score of 100 points.

After an initial review and evaluation of each of the proposals, the offerors submitting the most highly rated proposals may be invited for interviews prior to final selection, to further elaborate on their proposals. The County reserves the right to award a contract without holding interviews, in the event the written proposals provide a clear preference on the basis of the criteria described.

The Contractor(s) selected for this project will be required to accept the County's standard contract and to comply with insurance standards as deemed acceptable to the County's Risk Manager. No agreement with the County of San Benito is in effect until both parties have signed a contract.

9. INQUIRIES

Direct all inquiries regarding the proposal process or proposal submissions to:

Cynthia Larca
Deputy Director Administration and Financial Services
San Benito County Health and Human Services Agency
1111 San Felipe Road, Suite 103
Hollister, CA 95023
831-634-4908
clarca@cosb.us

All inquiries regarding the scope of services should be directed to:

Maria Corona
Deputy Director Child/Adult Protective Services
San Benito County Health and Human Services Agency
1111 San Felipe Road, Suite 205
Hollister, CA 95023
831-636-4190
mcorona@cosb.us