

COUNTY OF FRESNO



REQUEST FOR PROPOSAL

NUMBER: 27-006

REGIONAL STREET OUTREACH

Issue Date: August 25, 2026

Closing Date: SEPTEMBER 23, 2026 AT 2:00 PM

All Questions and Responses must be electronically submitted on the Bid Page on Public Purchase.

For assistance, contact **Crystal Nino** at Phone (559) 600-7110.

BIDDER TO COMPLETE

Undersigned agrees to furnish the commodity or service stipulated in the attached at the prices and terms stated in this RFP.

Bid must be signed and dated by an authorized officer or employee.

COMPANY

CONTACT PERSON

ADDRESS

CITY

STATE

ZIP CODE

()

TELEPHONE NUMBER

E-MAIL ADDRESS

AUTHORIZED SIGNATURE

PRINT NAME

TITLE

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OVERVIEW

The County of Fresno (County) seeks qualified service providers to deliver comprehensive, housing-focused street outreach services to individuals and families experiencing unsheltered homelessness for its newly designed Regional Street Outreach Program. Services must align and comply with:

- California Department of Health Care Services (DHCS) guidance
- California Advancing and Innovating Medi-Cal (CalAIM)
- Fresno Madera Continuum of Care standards
- HUD ESG Street Outreach Component § 576.101

The selected bidder(s) shall be a contracted CalAIM Community Supports (CS) service provider and shall integrate CalAIM Housing Navigation services and bill all Medi-Cal reimbursable services to contracted Medi-Cal Managed Care Plans (MCPs) in accordance with guidance from the California Department of Health Care Services (DHCS). The selected bidder(s) will be contracted either directly or indirectly, through a Community Care Hub agency (CCH), or Network Lead Entity (NEL), with the two most utilized MCPs in Fresno County (CalViva Health and Anthem Blue Cross).

Service provider(s) that are CS contracted either directly or indirectly with all three MCPs in Fresno County (CalViva Health, Anthem Blue Cross and Kaiser Permanente) are strongly encouraged to participate in this RFP process.

Services billed to the County through an awarded service Agreement will be funded through a combination of the following funding programs or grants: Homeless Housing, Assistance and Prevention, Emergency Solutions Grant, Behavioral Health Services Act, Opioid Settlement Funds, and Encampment Resolution Fund.

Contracted services shall begin October 1, 2026. The resulting Agreement will be for an initial three (3) year period with the provision for two (2) one (1) year optional renewal periods upon written approval by both parties based on satisfactory performance and adequate funding as determined by the County.

It is the intent of the County to engage selected bidder(s) in service Agreement(s) to provide the professional services described herein. The County reserves the right, at its sole discretion, to terminate this Request for Proposals (RFP) process or negotiations with selected bidder(s) and either perform the work with its own staff or begin a new RFP process. Nothing herein, or in the process, shall be construed as having obligated the County to pay for any expenses incurred by respondents to this RFP, or to selected bidder(s) prior to execution of service agreement(s).

The Regional Street Outreach Program RFP is split into geographic zones as described in the Scope of Work. Interested service providers may provide proposals for up to 5 zones. Proposals will be evaluated by zone and the fit of the proposal within the overall Regional Street Outreach Program. **The County will make an award for each Zone described herein.**

The attached map ([Exhibit A](#) -Regional Street Outreach Program Map) shows the approximate Street Outreach Zones and identifies current population information for each zone.

PLEASE NOTE that the selected bidder(s) will also be required to provide a match in staffing. The staffing matching requirements are detailed in this RFP.

KEY DATES

RFP Issue Date: **August 25, 2026**

Written Questions for RFP Due: **September 9, 2026 at 10:00 AM**
Questions must be submitted on the Bid Page.

RFP Closing Date: **September 23, 2026 at 2:00 PM**
Proposals must be electronically submitted on the Bid Page.

GENERAL REQUIREMENTS & CONDITIONS

TERM: It is County's intent to contract with the successful bidders for a term of three years with the option to renew for up to two additional one year periods based on mutual written consent.

The County reserves the right to terminate any resulting contract upon written notice.

AWARD: The award will be made to the vendors offering the proposal that is deemed the most advantageous to the County. Past performance (County contracts within the past seven years) and references may factor into awarding of a contract. The County will be the sole judge in making such determination. The County reserves the right to reject any and all proposals. Award Notices are tentative. Acceptance of an offer made in response to this RFP shall occur only upon execution of an agreement by both parties or issuance of a valid Purchase Order by Purchasing. After award, all bids shall be open to public inspection. The County assumes no responsibility for the confidentiality of information offered in a bid.

Award may require approval by the County of Fresno – Board of Supervisors.

PARTICIPATION BY ELIGIBLE GOVERNMENTAL ENTITIES: The County intends that the procurement conducted pursuant to this RFP may be utilized by eligible governmental entities, including municipalities, political subdivisions, special districts, tax-supported agencies, and other governmental entities authorized by law, to obtain the services described herein.

An eligible governmental entity may, subject to applicable law and its own governing requirements, enter into a separate agreement directly with a selected bidder identified through this procurement for all or a portion of the services described in this RFP. Eligible government entities may make purchases in their own name, make payment directly to the bidder, and be liable to the bidder, holding the County of Fresno harmless.

The terms, conditions, scope of services, pricing, and other requirements established through this RFP and the selected bidder's proposal may be incorporated into a separate agreement between the eligible governmental entity and the selected bidder. The eligible governmental entity and selected bidder may establish additional terms necessary to address the governmental entity's specific service area, funding, reporting, performance requirements, and operational needs provided such terms are consistent with the requirements of this RFP and the selected bidder's proposal.

For services provided pursuant to a separate agreement with an eligible governmental entity, that governmental entity shall have responsibility for contract administration and operational oversight of the services provided under its agreement, including establishing service priorities, geographic deployment, scheduling, performance expectations, reporting requirements, and other reasonable operational requirements within its jurisdiction.

The selected bidder shall be directly responsible to the eligible governmental entity for performance of services under the separate agreement and shall comply with the reasonable operational direction of that governmental entity concerning services provided under the agreement.

CONFIDENTIALITY: Services performed by the bidder shall be in strict conformance with all applicable Federal, State of California and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code, California Welfare and Institutions Code, Health and Safety Code, California Code of Regulations, Code of Federal Regulations.

The bidder shall submit to County's monitoring of said compliance.

The bidder may be a Business associate of County, as that term is defined in the "Privacy Rule" enacted by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As a HIPAA Business Associate, vendor may use or disclose protected health information ("PHI") to perform functions, activities or services for or on behalf of County, as specified by the County, provided that such use or disclosure shall not violate HIPAA and its implementing regulations. The uses and disclosures of PHI may not be more expansive than those applicable to County, as the "Covered Entity" under HIPAA's Privacy Rule, except as authorized for management, administrative or legal responsibilities of the Business Associate.

The bidder shall not use or further disclose PHI other than as permitted or required by the County, or as

required by law without written notice to the County. The bidder shall ensure that any agent, including any subcontractor, to which vendor provides PHI received from, or created or received by the vendor on behalf of County, shall comply with the same restrictions and conditions with respect to such information.

SUBCONTRACTORS: If a subcontractor is proposed, complete identification of the subcontractor and their tasks should be provided. The primary contractor is not relieved of any responsibility by virtue of using a subcontractor. A specialty contractor cannot contract for work outside of their classification even if they are going to subcontract that work to another licensee who does hold the classification. The only classification that may do that is the B – General Building contractor.

SELF-DEALING TRANSACTION DISCLOSURE: Contractor agrees that when operating as a corporation (a for-profit or non-profit corporation), or if during the term of the agreement the Contractor changes its status to operate as a corporation, members of the Contractor's Board of Directors shall disclose any self-dealing transactions that they are a party to while Contractor is providing goods or performing services under the agreement with the County. A self-dealing transaction shall mean a transaction to which the Contractor is a party and in which one or more of its directors has a material financial interest. Members of the Board of Directors shall disclose any self-dealing transactions that they are a party to by completing and signing a Fresno County Self-Dealing Transaction Disclosure Form and submitting it to the County prior to commencing with the self-dealing transaction or immediately thereafter.

LOCAL VENDOR PREFERENCE: The Local Vendor Preference **does not** apply to this Request for Proposal.

CONFLICT OF INTEREST: The County shall not contract with, and shall reject any bid or proposal submitted by the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or public agencies for which the Board of Supervisors is the governing body.
2. Profit-making firms or businesses in which employees described in Subsection (1) serve as officers, principals, partners or major shareholders.
3. Persons who, within the immediately preceding twelve (12) months, came within the provisions of Subsection (1), and who were employees in positions of substantial responsibility in the area of service to be performed by the contract, or participated in any way in developing the contract or its service specifications.
4. Profit-making firms or businesses in which the former employees described in Subsection (3) serve as officers, principals, partners or major shareholders.
5. No County employee, whose position in the County enables them to influence the selection of a contractor for this RFP, or any competing RFP, and no spouse or economic dependent of such employee, shall be employees in any capacity by a bidder, or have any other direct or indirect financial interest in the selection of a contractor.
6. In addition, no County employee will be employed by the selected vendor to fulfill the vendor's contractual obligations to the County.

DISCLOSURE: The bidder is required to disclose if, within the three-year period preceding the proposal, their owners, officers, corporate managers and partners have been convicted of, or had a civil judgment rendered against them for:

- fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;
- violation of a federal or state antitrust statute;
- embezzlement, theft, forgery, bribery, falsification, or destruction of records; or
- false statements or receipt of stolen property

Within a three-year period preceding their proposal, they have had a public transaction (federal, state, or local) terminated for cause or default.

ORDINANCE 3.08.130 – POST-SEPARATION EMPLOYMENT PROHIBITED: No officer or employee of the County who separates from County service shall for a period of one year after separation enter into any employment, contract, or other compensation arrangement with any County consultant, vendor, or other County provider of goods, materials, or services, where the officer or employee participated in any part of the decision making process that led to the County relationship with the consultant, vendor or other County provider of goods, materials or services.

Pursuant to Government Code section 25132(a), a violation of the ordinance may be enjoined by an injunction in a civil lawsuit, or prosecuted as a criminal misdemeanor.

DATA SECURITY: Individuals and/or agencies that enter into a contractual relationship with the County for the purpose of providing services must employ adequate controls and data security measures, both internally and externally to ensure and protect the confidential information and/or data provided to contractor by the County, preventing the potential loss, misappropriation or inadvertent access, viewing, use or disclosure of County data including sensitive or personal client information; abuse of County resources; and/or disruption to County operations.

Individuals and/or agencies may not connect to or use County networks/systems via personally owned mobile, wireless or handheld devices unless authorized by County for telecommuting purposes and provide a secure connection; up to date virus protection and mobile devices must have the remote wipe feature enabled. Computers or computer peripherals including mobile storage devices may not be used (County or Contractor device) or brought in for use into the County's system(s) without prior authorization from County's Chief Information Officer and/or designee(s).

No storage of County's private, confidential or sensitive data on any hard-disk drive, portable storage device or remote storage installation unless encrypted according to advance encryption standards (AES of 128 bit or higher).

The County will immediately be notified of any violations, breaches or potential breaches of security related to County's confidential information, data and/or data processing equipment which stores or processes County data, internally or externally.

County shall provide oversight to Contractor's response to all incidents arising from a possible breach of security related to County's confidential client information. Contractor will be responsible to issue any notification to affected individuals as required by law or as deemed necessary by County in its sole discretion. Contractor will be responsible for all costs incurred as a result of providing the required notification.

AUDITS & RETENTION: The Contractor shall maintain in good and legible condition all books, documents, papers, data files and other records related to its performance under this contract. Such records shall be complete and available to Fresno County, the State of California, the federal government or their duly authorized representatives for the purpose of audit, examination, or copying during the term of the contract and for a period of at least three (3) years following the County's final payment under the contract or until conclusion of any pending matter (e.g., litigation or audit), whichever is later. Such records must be retained in the manner described above until all pending matters are closed.

PAYMENT: County will make partial payments for all purchases made under the contract and accumulated during the month. Terms of payment will be net forty-five (45) days.

DISPUTE RESOLUTION: The ensuing contract shall be governed by the laws of the State of California.

Any claim which cannot be amicably settled without court action will be litigated in the U. S. District Court for the Eastern District of California in Fresno, CA or in a state court for Fresno County.

ASSIGNMENTS: The ensuing proposed contract will provide that the vendor may not assign any payment or portions of payments without prior written consent of the County of Fresno.

ASSURANCES: Any contract awarded under this RFP must be carried out in full compliance with The Civil Rights Act of 1964, The Americans With Disabilities Act of 1990, their subsequent amendments, and any and all other laws protecting the rights of individuals and agencies. The County of Fresno has a zero tolerance for discrimination, implied or expressed, and wants to ensure that policy continues under this RFP. The contractor must also guarantee that services, or workmanship, provided will be performed in compliance with all applicable local, state, or federal laws and regulations pertinent to the types of services, or project, of the nature required under this RFP. In addition, the contractor may be required to provide evidence substantiating that their employees have the necessary skills and training to perform the required services or work.

LICENSES AND CERTIFICATIONS: Any license(s) and/or certification(s) required in this RFP must be obtained by the bidder prior to submitting a proposal and must be active and in good standing. Proposals submitted without the proper license(s) and/or certification(s) will be deemed non-responsive.

PUBLIC CONTRACT CODE SECTION 7028.15: Where the State of California requires a Contractor's license; it is a misdemeanor for any person to submit a bid unless specifically exempted.

BID INSTRUCTIONS

- All prices and notations must be typed or written in ink.
- Unless otherwise noted, prices shall remain firm for 180 days after the closing date of the bid.
- Proposals must be electronically submitted on the forms provided in this RFP with all pages numbered.
- Bidder may not submit links of any kind. Links will not be reviewed and may be cause for rejection.
- Additional material may be submitted with the proposal as attachments. Any additional descriptive material that is used in support of any information in your proposal must be referenced by the appropriate paragraph(s) and page number(s).
- Bidders must electronically submit their proposal in .pdf format, no later than the proposal closing date and time as stated on the front of this document, to the Bid Page on Public Purchase. The County will not be responsible for and will not accept late bids due to slow internet connection or incomplete transmissions.
- County of Fresno will not be held liable for any costs incurred by vendors in responding to this RFP.
- Bidders are instructed not to submit confidential, proprietary and related information within the request for proposal. If you are submitting trade secrets, it must be electronically submitted in a separate PDF file clearly named "TRADE SECRETS" and marked as Confidential, see Trade Secret Acknowledgement section.
- If a bidder finds any discrepancies or has any questions, submit all inquiries to the Bid Page on Public Purchase or contact **Crystal Nino** at (559) 600-7110. Any change in the RFP will be made only by written addendum issued by the County. The County will not be responsible for any other explanations or interpretations.
- Failure to respond to all questions or to not supply the requested information could result in rejection of your proposal. Merely offering to meet the specifications is insufficient and will not be accepted. Each bidder shall submit a complete proposal with all information requested.
- Proposals received after the closing date and time will NOT be considered.
- Proposals will be evaluated by an evaluation team led by County Purchasing and may consist of County of Fresno department staff, community representatives from advisory boards, and other members as appropriate. If a proposal does not respond adequately to the RFP or the bidder is deemed unsuitable or incapable of delivering services, the proposal may be eliminated from consideration. Upon review and evaluation, the evaluation team will make the final recommendation to the County department.
- Appeals must be submitted in writing within seven (7) working days after notification of proposed recommendations for award. A "Notice of Award" is not an indication of County's acceptance of an offer made in response to this RFP. Appeals shall be submitted to County of Fresno Purchasing, 333 W. Pontiac Way, Clovis, CA 93612 and in Word format to CountyPurchasing@fresnocountyca.gov. Appeals should address only areas regarding RFP contradictions, procurement errors, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFP process.

Purchasing will provide a written response to the complainant within seven (7) working days unless the complainant is notified more time is required. If the appealing bidder is not satisfied with the decision of Purchasing, bidder shall have the right to appeal to the County Administrative Office within seven (7) working days after Purchasing's notification; if the appealing bidder is not satisfied with CAO's decision, the final appeal is with the Board of Supervisors. Please contact Purchasing if the appeal will be going to the Board of Supervisors.

- All communication regarding this RFP shall be directed to an authorized representative of County Purchasing. The specific Analyst managing this RFP is identified on the cover page, along with their contact information, and they should be the primary point of contact for discussions or information pertaining to the RFP. Contact with any other County representative, including elected officials, for the purpose of discussing this RFP, its content, or any other issue concerning it, is prohibited unless authorized by Purchasing. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other County representatives, may constitute grounds for rejection by Purchasing of the vendor's quotation.

The above stated restriction on vendor contact with County representatives shall apply until the County has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal appeal against the RFP, such vendor may contact the Purchasing Manager who manages that appeal as outlined in the County's established appeal procedures. All such contact must be in accordance with the sequence set forth under the appeal procedures. Second, in the event a public hearing is scheduled before the Board of Supervisors to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Board at scheduled Board Meeting.

SCOPE OF WORK

The County of Fresno is requesting proposals from qualified bidder(s) to provide the following services described herein.

PLEASE NOTE: The County will make an award for each Zone described herein.

I. Background

The Regional Street Outreach Program will consist of geographic zones as described below:

The County's Regional Street Outreach Program consists of Street Outreach Zones. Exhibit A - Regional Street Outreach Program Map, details the planned Street Outreach Zones as well as population information. The Street Outreach Zones approach is designed to cover geographic areas of Fresno County that are generally organized by population density, service access points, and regional planning boundaries. These Street Outreach Zones ensure that street outreach efforts can consistently cover specific manageable subregions without duplicating efforts.

The attached map shows the approximate Street Outreach Zones and identifies current population information for each zone. Zone boundaries are not final and subject to change.

II. Target Population

The program shall prioritize the following populations within the assigned Street Outreach Zone(s):

- Individuals experiencing unsheltered homelessness
- Chronically homeless individuals
- High utilizers of emergency departments, crisis systems, and law enforcement,
- Individuals with complex medical, behavioral health, or substance use needs
- Unsheltered individuals that may qualify for the County's CARE Act program
- Individuals with Substance Use Disorders, with particular emphasis on individuals with Opioid Use Disorder
- Individuals eligible for or enrolled in Medi-Cal

III. Description of Services

A. Street Outreach and CalAIM Housing Navigation

Street Outreach:

The primary goal of the selected bidder(s) in conducting street outreach and housing navigation shall be to end homelessness for as many clients engaged as possible within the contracted Street Outreach Zone.

To achieve the goal of ending homelessness for clients residing within the contracted Street Outreach Zone(s), the selected bidder(s) shall:

- Conduct proactive and geographically coordinated street outreach within the contracted Street Outreach Zone(s).
- Coordinate street outreach services with appropriate jurisdictions in their encampment resolutions actions.
 - For the Street Outreach Zones within the metropolitan area of Fresno County (Zones 2 & 3), there will be additional expectations to coordinate and report daily to the jurisdictions that make up these zones. Coordination and reporting expectations will vary depending on the jurisdiction.
 - Provide street outreach services that are congruent with the encampment resolution policies and procedures of the jurisdictions in coordination with and agreement of the County.
 - Participate in regular and special jurisdictional case conferencing and coordination meetings.
- Provide homelessness diversion to all clients as a first priority strategy to expeditiously end the client's homelessness.
- Assist clients with Medi-Cal enrollment or reenrollment in order to initiate the Housing Navigation CalAIM billable portion of the services.
- Provide on-call after-hours and weekend emergency motel/hotel vouchers when authorized by the County.
- Utilize trauma-informed and culturally responsive engagement strategies.
- Complete prioritization and housing assessments (as directed by the County).
- Provide or arrange for transportation to community resources and services, that may be outside of the awarded Street Outreach Zone.
- Assist in increasing income by referrals to employment opportunities or linkages to appropriate providers to assist with obtaining SSDI.
- Assist clients in acquiring paperwork and documents needed to obtain housing or employment including, but not limited to, social security card, identification card, birth certificate, etc.
- Obtain/complete Verification of Homelessness
- Assistance in obtaining entitlement and benefits programs including, but not limited to, General Relief, CalFresh, Welfare-to-Work, etc.
- Determine and conduct flexible and innovative housing solutions including, but not limited to, diversion, family reunification, shared housing matching, other problem-solving approaches.
- Coordinated Entry System integration:
 - In Rural Street Outreach Zones (as defined by the County), enter clients into the Coordinated Entry System (CES) in the location where the client is residing.

- In Metro Street Outreach Zones (as defined by the County), make a linkage for the client to an access site to be entered into the Coordinated Entry System. Linkage will be complete once the client has successfully been entered into CES.
- Coordinate with shelters, interim housing, behavioral health residential programs, permanent supportive housing, and rapid rehousing providers to ensure expeditious placement of clients into any appropriate housing options
 - Housing options may be outside of the assigned Street Outreach Zone(s)
- Complete and file petitions for all unsheltered individuals engaged in the Street Outreach Zone(s) that may qualify for the County's CARE Act program
- Complete Medi-Cal screening tool with clients to identify need for a specific Mental Health (MH)/Substance Use Disorder (SUD)/Opioid Use Disorder (OUD) referral
 - When MH/SUD/OUD referral is determined to be appropriate, complete warm handoff to MH/SUD/OUD treatment program or residential setting.
- Participate in coordinated entry case conferencing

All outreach activities must be documented in HMIS and in MCP-required documentation platforms when services are Medi-Cal billable.

CalAIM Housing Navigation:

The selected bidder(s) must deliver and bill Housing Navigation services as defined under CalAIM for, at minimum, the two most utilized MCPs in Fresno County.

Housing Navigation activities may include, but are not limited to:

- Field-based engagement and re-engagement
- Eligibility screening and enrollment support for specific Community Supports (CS) and Enhanced Care Management (ECM) Medi-Cal services and benefits.
 - *PLEASE NOTE that enrollment into Medi-Cal is not billable to Medi-Cal. Medi-Cal enrollment will be billed to the County.*
- Support with MCP assignment and ECM referral
- Assistance obtaining identification and documentation
- Support completing housing applications and verifications
- Coordination with housing providers, landlords, and housing authorities
- Accompaniment to appointments related to housing stability

All Housing Navigation services that qualify under CalAIM must be billed to the appropriate MCP.

PLEASE NOTE in the staffing and budget sections, that for most staffing requirements, this RFP assumes that 25% of staffing costs will be covered by CalAIM billable services. Staffing costs

identified in the allocated budgets for each zone (except the ESG budget) calculate 75% of the total staffing costs.

ADDITIONAL VALUE-ADDED SERVICES: Expanded CalAIM Integration

The following is not required in order to participate in this RFP process, however, the County strongly encourages bidders to propose programs that demonstrate the capacity AND capability to deliver additional CalAIM ECM/CS services directly within their street outreach model, beyond Housing Navigation and are already contracted to do so with the two largest MCPs in Fresno County (CalViva Health and Anthem Blue Cross).

The County also strongly encourages vendors who are contracted with all three MCPs in Fresno County (CalViva Health, Anthem Blue Cross, and Kaiser Permanente) to participate in this RFP process.

Vendors with MCP contracts must include a letter of support in their submission from each MCP dated after January 1, 2026.

Note: Contracts with MCPs may be direct or indirect.

The County will accept the following additional ECM/CS integrated services including, but not limited to:

- Additional Enhanced Care Management (ECM):
 - Enroll eligible unsheltered individuals into ECM services
 - Conduct comprehensive assessments and care planning
 - Provide ongoing care management and coordination
 - Participate in interdisciplinary care team meetings with other providers and Medi-Cal MCPs
 - Integrate ECM services seamlessly with housing-focused outreach and Housing Navigation
- Additional Community Supports (CS):
 - Housing Transition Navigation Services
 - Housing Deposits
 - Housing Tenancy and Sustaining Services
 - Recuperative Care (Medical Respite)
 - Short-Term Post-Hospitalization Housing
 - Other DHCS-approved CS relevant to unsheltered populations including new CS services that may be added through future CalAIM waivers, like employment services.

B. Location of Services

The selected bidder(s) shall work primarily field based. Street Outreach and Housing Navigation services shall occur directly in unsheltered locations where people experiencing homelessness congregate. Key locations include streets, parks, encampments, abandoned buildings, and transit stations. The focus is on meeting clients where they are.

Key Locations for Street Outreach and Housing Navigation services:

- **Unsheltered Locations:** Street corners or sidewalks, parks, encampments, alleyways, river beds, road and highways shoulders, railway shoulders, abandoned buildings or vacant land, and canal banks. Please note this list is not exhaustive and other unsheltered locations may exist in the service area.
- **Transient Locations:** Bus stations, train stations, and libraries.
- **Community Hubs/Day Centers:** Locations where individuals gather for food, services, or shelter.
- **Alternative Care Sites:** For "street medicine" or specialized services, this can include cars, tents, or temporary, mobile, or pop-up locations.

C. Required Hours of Operations:

- **Metro Hours (Street Outreach Zones 2 and 3):**
 - 7 days a week and 7AM to 7PM
 - *PLEASE NOTE: Hours of service for Metro will vary depending on jurisdictional need and direction.*
- **Rural Hours (Street Outreach Zones 1, 4 & 5):**
 - Maintain standard hours of Monday – Friday, 8:00 AM – 5:00 PM.
 - Operate every Saturday for a minimum of four (4) hours.
- **All Street Outreach Zones will be required to:**
 - Operate outside standard hours in response to community needs when approved and/or directed by the County.
 - Support emergency linkages outside standard hours.

D. Referral Sources:

The selected bidder(s) shall:

- Actively seek out clients experiencing unsheltered homelessness in the field-based locations described in the Location of Services portion of this Scope of Work.
- Selected bidder(s) will also receive and respond to referrals from the sources listed below, or others, as directed by the County.
 - Prioritization of response to referral that comes from jurisdiction

- Coordinated Entry System (CES), emergency shelters, transitional housing, permanent supportive housing, and rapid re-housing programs.
- Mental health providers, substance abuse treatment centers, medical clinics, community health centers, and public health departments.
- Social Security Administration, Department of Social Services, Veterans Affairs or the County Veteran Services Office, and other city/county service departments or agencies.
- Food banks, drop-in centers, nonprofit organizations, local churches/faith-based partners, and outreach partners.
- Local law enforcement and first responders (police/fire), legal aid services, and specialized youth services.

E. Care Coordination/Transition Plan

Selected bidder(s) must ensure that when a client is referred to services or programs through the Regional Street Outreach Program, that the referral and follow-up process mirrors a closed-loop referral process to the greatest extent possible.

F. Key Referral Actions:

- Warm Handoffs: Personally connecting individuals with services rather than providing phone numbers, ensuring a smooth transition.
- Case Conferencing: Meeting with partners to prioritize clients and coordinate care.

IV. Staffing Requirements

The selected bidder(s) shall maintain sufficient, qualified staffing to deliver housing-focused street outreach, CalAIM CS-Housing Navigation, and Medi-Cal MCP billing-compliant services. Staffing models must support field-based service delivery, care coordination, documentation, and billing requirements in accordance with CalAIM and guidance from DHCS.

Selected bidder shall:

1. Provide the following Direct Service Delivery Staff:

Street Outreach/Navigators - Assist in client's enrollment or reenrollment in Medi-Cal, develop resource linkage plans, conduct street housing navigation, provide some case management to ensure warm handoff, and may provide transportation support or assist with transportation arrangements as needed.

2. Staff shall be trained in:

- County Street Outreach best practices
- FMCoC Coordinated Entry System
- Case management and documentation
- Housing search and placement

- Community resources and navigation
- Trauma-informed and culturally responsive practices
- HMIS data entry and quality standards
- CalAIM Community Supports definitions and billing requirements
- MCP documentation, compliance standards, and required trainings
- Client confidentiality and HIPAA requirements

3. Cultural Responsiveness

Staffing shall consider the linguistic and cultural needs of the community when recruiting for all positions, as well as personal and professional experiences.

Selected bidder(s) shall maintain an up-to-date caseload record of all clients referred or linked to services and provide person, programmatic, and other demographic information to the County.

4. Turnover Planning

Selected bidder(s) will provide a plan on how they will minimize staff turnover and cultivate staff retention. Bidder(s) will also do salary market research to assure competitive salaries for positions to curb staff turnover.

IV. Reporting Requirements

County will collect data and develop required annual reports. The data that shall be requested is necessary for County to successfully complete its reporting and outcome requirements with appropriate funders, which may include local, State, and Federal agencies.

The selected bidder(s) shall maintain auditable data systems and reporting processes for CalAIM CS-Housing Navigation services and County-funded Street Outreach activities that clearly delineate and identify services provided for and billed to the County and those billed to CalAIM, in accordance with CalAIM and guidance from DHCS.

A. CalAIM CS-Housing Navigation Reporting Requirements

For all Housing Navigation services billed to Medi-Cal MCPs, the selected bidder(s) shall:

1. Track participant-level data, including:

- Medi-Cal eligibility status
- MCP enrollment
- ECM and CS enrollment or referral status
- Service authorization, where applicable

2. Capture service-level data, including:

- Date and duration of service
- Type of Housing Navigation activity provided
- Location of service (field-based, office-based, accompaniment)
- Staff delivering the service
- Housing-related outcome or next step

3. Maintain documentation required to support:

- MCP billing and reconciliation
- DHCS and MCP audits
- County monitoring

4. Report monthly to the County:

- Number of individuals receiving Housing Navigation services
- Number of billable Housing Navigation encounters
- Claims submitted, paid, denied, and pending by MCP
- Timeframes from engagement to housing application and placement
- Referrals to ECM and other Community Supports

Housing Navigation data must be fully aligned with MCP billing records and capable of reconciliation.

B. County-funded Street Outreach Reporting Requirements

For outreach activities funded by County contract dollars, the selected bidder(s) shall report to the County monthly data that captures the following information:

1. Track outreach-level data, including:

- Number of unsheltered individuals engaged
- Frequency of engagement attempts
- Geographic areas and outreach zones covered
- Referrals to Housing Navigation, shelter, or housing resources
- Number of CARE Act petitions filed
- Number of SUD/ODU referrals made

2. Enter all required data into the HMIS including:

- Outreach contacts
- Assessments
- Referrals and outcomes

3. Distinguish non-billable outreach activities from CalAIM CS-Housing Navigation services in all data systems and reports.

V. Performance Monitoring

The County may use the following measures for monitoring and evaluation of selected bidder(s) performance. The following list is not a comprehensive list and may be modified as the County sees fit:

1. CalAIM Housing Navigation:

- Percentage of eligible participants receiving Housing Navigation
- Number of authorizations submitted on a monthly basis
- Time from outreach engagement to housing application
- Successful linkage to ECM and other CS
- Average length of time that clients have been engaged in Housing Navigation services
- Number of engagements that the agency is having with the client (member)

2. Street Outreach:

- Number of individuals engaged in unsheltered settings
- Engagement-to-assessment conversion rate
- Engagement-to-housing referral rate
- Repeat contacts and sustained engagement rates
- Average length of time from first engagement to CalAIM billable services
- Number of CARE Act petitions filed
- Number of SUD/ODD referrals made to SUD/ODD specific treatment services
- Number of SUD/ODD referrals made to SUD/ODD specific residential settings

VI. Selected Bidder(s) Responsibilities

Select bidder(s) shall:

- Meet with County on a monthly basis, or more often as agreed upon between County and the selected bidder(s), for contract and performance monitoring.

- Participate in meetings and community partner meetings as directed by the County, including monthly CES Case Conferencing or County-specific and directed case conferencing meetings.
- Maintain accurate and timely documentation and data entry, including processes to identify and eliminate duplicate entries to ensure accurate reporting of unique individuals served.
- Ensure staff receive ongoing training relevant to their roles.

VII. County Responsibilities

County shall:

- Provide oversight and collaborate with selected bidder(s) and other County departments and community agencies to help achieve local, State, and Federal program goals and outcomes. Oversight includes, but is not limited to, contract monitoring and coordination with the MCPs and DHCS and/or other oversight agencies in regard to program administration and outcomes.
- Assist selected bidder(s) in making linkages with the behavioral health system of care. This will be accomplished through regularly scheduled County-directed case conferencing meetings as well as formal and informal consultation with County staff.
- Participate in evaluating overall program progress and efficiency and be available to selected bidder(s) for ongoing consultation.
- Gather outcome information from target client groups and selected bidder(s) throughout each term of the resulting Agreement. County shall notify selected bidder(s) when their participation is required. To comply with changing regulations, reporting requirements are expected to change and County will inform and work with the selected bidder(s) to adapt throughout the term of the resulting Agreement.
- Assist selected bidder(s)'s efforts toward cultural and linguistic responsiveness by providing technical assistance regarding cultural responsiveness requirements.

County Branding and Communications Requirements:

All decisions regarding County-funded program naming, program branding, program marketing, program signage, program website/webpage, program brochures, program promotional materials and similar communications shall require advanced approval by the County. This RFP shall serve as notice that the selected bidder(s) shall seek and obtain the County's approval prior to commencing any branding, marketing or media communication of the resulting Agreement and shall conform to standardized requirements subsequent to their publication in the near future.

VIII. Billing Requirements

The selected bidder(s) shall comply with all billing, fiscal, and documentation requirements related to CalAIM CS – Housing Navigation, in accordance with CalAIM and guidance issued by DHCS.

County funds are intended to supplement, not supplant, Medi-Cal reimbursable services.

A. Required Billing Practices

The selected bidder(s) shall:

1. Bill all CalAIM-eligible Housing Navigation services to the appropriate Medi-Cal MCP, including services delivered by providers contracted through a CCH or an NEL, in accordance with the applicable contract terms and billing requirements.
2. Verify Medi-Cal eligibility and MCP enrollment prior to or concurrent with service delivery.
3. Obtain all required MCP authorizations, where applicable.
4. Submit claims in a timely manner and in compliance with MCP billing requirements.
5. Maintain billing systems capable of tracking:
 - a. Services rendered
 - b. Claims submitted
 - c. Claims paid, denied, or pending
 - d. Revenue received by service type and MCP

Failure to bill eligible services to MCPs may result in corrective action.

B. Allowable Use of County Funds

County contract funds may only be invoiced for:

- Street outreach or engagement activities that are not reimbursable under CalAIM
- Enrollment or reenrollment into Medi-Cal
- Services provided to individuals not eligible for Medi-Cal
- Allowable service gaps not covered by Community Supports
- Outreach activities that occur prior to MCP enrollment and are not billable
- Outreach or reporting activities related to CARE Act that are not billable to Medi-Cal

County funds shall not be used to pay for services that are reimbursable through MCPs.

C. Documentation Requirements

The selected bidder(s) shall maintain documentation sufficient to support MCP billing, including but not limited to:

- Service notes meeting MCP and DHCS standards
- Verification of Medi-Cal eligibility and MCP assignment
- Proof of service delivery (date, duration, location, and service type)
- Authorization records, when applicable

- Care coordination records demonstrating medical and housing relevance

Documentation must be retained and made available for County, MCP, or DHCS audit or monitoring upon request.

D. Financial Reporting

The selected contractor(s) shall submit monthly billing and fiscal reports to the County, including:

- Number of individuals receiving Housing Navigation services
- Number of Medi-Cal eligible participants
- Number of billable Housing Navigation encounters
- Claims submitted to MCPs
- Claims paid, denied, and pending
- Total Medi-Cal revenue generated
- County funds invoiced for non-billable services

Reports must clearly distinguish billable versus non-billable activities.

SCOPE OF WORK PROPOSAL REQUIREMENTS

Pursuant to instructions included in this RFP, Proposal Content Requirements, a bidder's proposal shall include a response to the following:

Follow the headings, format and order as shown and provided below when responding to this RFP. Proposals shall clearly and concisely address each of the questions and requests below. There is no page limit for submissions, but bidders shall use font size 11. Font requirements do not apply for attachments submitted.

I. Target Population

- a) Describe the bidder's experience in working with the proposed target population.
- b) Describe unique challenges of the target population and outline the bidder's strategies/plans to successfully meet and overcome these challenges, including strategies for outreach and engagement in the program.
- c) Describe how the bidder will ensure services are delivered in a culturally responsive and linguistically appropriate manner to individuals with diverse backgrounds, including persons with disabilities, persons with limited English proficiency, persons with foster youth experience, older adults, and other communities with unique needs as described in this RFP. Include the bidder's experience and knowledge in providing services to these populations.

II. Services Start Date

- a) Describe the bidder's ability to be prepared to provide all required services by the services start date listed in the RFP.
- b) Provide an implementation plan. Include the proposed schedule of events and actions for bidder to be ready to deliver services to the County (assuming a contract effective date of October 1, 2026). The implementation plan should detail how short, intermediate, and long-term goals would be achieved by fiscal year

III. Location of Services and Hours of Operation

- a) Provide the location(s) where services will be performed.
 - 1. Clearly identify the Street Outreach Zone(s) for which the bidder is submitting this response to the RFP.
- b) Provide the hours of operation expected for the program. Include discussion of how the service hours are appropriate for the target population.

IV. Description of Services

- a) Provide a description of bidder's program.
- b) Describe the bidder's experience with offering street outreach and housing navigation services to the target population.
- c) Describe the bidder's strategy to offering and providing diversion as a primary option for resolving a client's homelessness.

- d) Bidder shall describe or identify a plan for integrating CalAIM CS Housing Navigation and leveraging Medi-Cal dollars into their Street Outreach services for program success and sustainability.
- e) Include a brief description of the bidder's philosophy and mission statement.
- f) Describe in detail bidder's understanding of the needs and the requested services.
- g) Bidder shall describe the agency's strategy for referrals to community resources, CARE Act petitioning, MH/SUD/ODD initial screening, and transportation to services and resources as needed.
 - 1. How will bidder measure the effectiveness of their strategy?
 - 2. What tools will bidder use to collect, analyze, and report data?
 - 3. What are bidder's goals for: number of clients; number of community resource linkages; number of MH/SUD/ODD referrals; number of CARE Act petitions filed; and number of transports to needed community services? How and why, if at all, do bidder's goals change for each fiscal year of service?
 - 4. How will bidders ensure a streamlined approach to accessing identified necessary services which are available at times convenient for the target population(s)?
 - 5. What is bidder's approach to linkages, referrals, follow-up, and documentation?
 - 6. Will there be follow-up for referrals and linkages to ensure services were appropriately provided and effective?
 - 7. How will bidder implement a process that ensures warm handoffs for referrals to the greatest extent possible, including initiating referrals, confirming receipts when feasible, conducting follow-up with clients, and documenting outcomes?
- h) Bidder shall describe or identify a plan for leveraging additional resources for program success and sustainability.
- i) Bidder shall secure the services of trained translators/interpreters as may be necessary. Fresno County has three threshold languages of English, Spanish, and Hmong; What is bidder's plan to address these needs?
- j) Describe how the bidder will refer and link clients (and families) with community and housing resources as needed, including a summary of the specific types of services, housing resources, and other supports that clients in the target population are likely to require and bidder's ability to navigate and support linkages to resources in Fresno County.
- k) Provide an overview of efforts bidder's program will implement to contact hard to reach clients.
- l) Bidder shall describe their approach to field-based street outreach and housing navigation service delivery.
 - 1. Protection of confidentiality
 - 2. Staff access to a vehicle or reliable transportation

- m) Bidder shall describe their organization's collaborative relationships. Explain how coordination with community-based organizations, social service agencies, community stakeholders or advocates, MH/SUD/OD providers, health systems, and other partners will be achieved to support housing navigation and street outreach activities.

V. Additional Program Requirements

- a) Describe how the bidder will conduct internal monitoring and auditing of the program in regard to billing practices, and adherence to County, State, and Federal regulations.
- b) Demonstrate the bidder's knowledge of street outreach and housing navigation best practices, Medi-Cal regulations including CalAIM, as well as other local, state and federal relevant laws, regulations, statutes, and effective operating principles required to provide the services in this RFP.
- c) Acknowledge understanding that requirements under the resulting Agreement are subject to change pursuant to local, state and federal regulation changes and funding requirements.

VI. Staffing Requirements

- a) Organizational Plan
 - 1. Describe bidder's organizational plan, management structure, and staffing plan to be adequate and appropriate for overseeing the proposed services. The proposed staffing plan should include staff with sufficient experience and knowledge, and be adequate for providing, overseeing and evaluating the proposed services.
- b) Staff Training Needs
 - 1. Describe how the bidder will provide for its employees' educational and training needs related to specific outreach and housing navigation needs of the intended population.
- c) Staffing Plans
 - 1. Provide an outline of expected staffing levels based on the projected volume of service.
 - 2. Describe the roles and responsibilities of each team member.
 - i. Provide a description of the qualifications for each type of position, including any licensure required, and roles and responsibilities.
 - ii. Clearly identify all job titles, number of Full Time Equivalents (FTE) for each staff position, staff names (or to be hired when appropriate), educational level, the number of intended clients and the ratio for those staff working directly with the clients.
 - 3. Describe the bidder's plan to recruit, hire and sustain a trained and qualified team.

VII. Outcomes/Performance Monitoring

- a. Objectives and Deliverables

1. Describe how the bidder will meet data collection and reporting requirements as determined in collaboration with the County.
2. Describe how the program's service approach will promote accountability for performance outcomes.
3. Describe how the program will adapt to new data requirements throughout the course of the resulting Agreement.
4. Describe how the program will use data for continuous quality improvement.

COST PROPOSAL

Bidder response must include a detailed cost proposal and an accompanying comprehensive cost proposal budget narrative. The cost proposal must include a precise breakdown of all expenses, revenues, and projected CalAIM leveraging as well as other planned leverages (such as in-kind match and/or facility space). The cost proposal must include, but is not limited to, staffing, equipment, materials, training courses, technical assistance, and travel expenses.

PROPOSED BUDGET(s):

Dollar amounts that have been budgeted for years 1 through 5 (rounded down) of each Street Outreach Zone are identified in Table 1 – PROGRAM TOTAL BUDGET BY STREET OUTREACH ZONE.

Table 1 - Program Total budgets by street outreach Zone:

Zone		Year 1	Year 2	Year 3	Year 4	Year 5	Max Total
1		\$167,470	\$172,494	\$177,669	\$182,999	\$188,489	\$889,122
2*	2a	\$421,784	\$434,438	\$447,471	\$460,895	\$474,722	\$2,239,313
	2b	\$209,000	\$215,270	\$221,728	\$228,379	\$235,231	\$1,109,609
	2c	\$453,988	\$453,988	\$0	\$0	\$0	\$907,976
3		\$241,639	\$248,888	\$256,355	\$264,046	\$271,967	\$1,282,898
4		\$176,299	\$181,588	\$187,036	\$192,647	\$198,427	\$936,000
5		\$183,805	\$189,319	\$194,998	\$200,848	\$206,874	\$975,846

*Zone 2 requires one (1) proposal but three (3) sets of budgets, 1 set for each subzone (2A, 2B, & 2C).

Exhibit B - Detailed Recommended Line-Item Budgets by Street Outreach Zone details the maximum line-item budgets for each Zone for each contract term year. PLEASE NOTE that the identified staffing costs in Exhibit B assume 75% of direct service staff salaries and benefits will be funded through the resulting County services Agreement(s) while 25% will be funded through leveraging CalAIM Housing Navigation services revenues. Templates are attached as Exhibit C - Budget & Narrative Template and **shall be filled out and submitted for each Street Outreach Zone being bid on for all contract term years.**

Bidder(s) shall not propose annual or maximum compensation that exceeds the amounts listed in Table 1 above for each Street Outreach Zone (except when rounding up to the nearest whole dollar). The line-item budgets identified in Exhibit B are recommended however, the items listed below in Table 2 - REQUIRED BUDGET ITEMS are the minimum required for each proposed budget.

Table 2 - REQUIRED BUDGET ITEMS

	Item Description
1	Number of Street Outreach/Navigation direct service positions identified in each budget for the Street Outreach Zone(s) being bid on
2	Amount budgeted for the Program Supplies line item identified in each budget for the Street Outreach Zone(s) being bid on
3	Amount budgeted for the Diversion Services line items identified in each budget for the Street Outreach Zone(s) being bid on
4	Amount budgeted for the Motel/Hotel Vouchers line items identified in each budget for the Street Outreach Zone(s) being bid on
5	Amount budgeted for the Direct Costs line items identified in each budget for the Street Outreach Zone(s) being bid on
6	Amount budgeted for the Indirect Costs line items identified in each budget for the Street Outreach Zone(s) being bid on

IMPORTANT DETAILS FOR ZONE 2

Interested bidders will need to submit three sets of proposed line-item budgets due to different funding source requirements for Zone 2. For Zone 2B, services will be strictly limited to the identified Zone 2B area within Zone 2A. Also please note that for Zone 2C, the County of Fresno is in the process of applying for these funds and currently these funds are not guaranteed, so budgets for Zones 2A and 2B must not rely on funds from Zone 2C in their estimated costs.

ADMINISTRATIVE AND EMPLOYEE BENEFIT COSTS

Allowable administrative and employee benefits costs are identified for each Street Outreach Zone for each contract term year in Exhibit B - Detailed Recommended Line-Item Budgets by Street Outreach Zone. Please note that Street Outreach Zones may be funded by multiple funding sources and due to the requirements of those funding sources on indirect, administrative and employee benefit cost claiming, the selected bidder(s) shall agree to limit both local and corporate County-reimbursable administrative costs to the amounts listed in Exhibit B for the Street Outreach Zone(s) being bid on.

CAPITAL ASSETS COSTS

All capital assets acquired with cost reimbursement funding during the resulting Agreement, such as vehicles, equipment, etc., shall be deemed County property. At the end of the resulting Agreement term, remaining useful life will be determined based upon County policy and accounting standards (2 CFR § 200.436). County and selected bidder(s) shall discuss the utility of the fixed assets prior to termination of the resulting Agreement.

Capital Assets: Land, Buildings and Improvements, Equipment, Infrastructure (roads, telecommunications, etc.). Intangibles (software, etc.) and Capital Leases with an initial useful life extending beyond a single reporting period with a threshold value of:

a: Land	\$0
b: Buildings and Improvements	\$100,000
c: Equipment	\$5,000
d: Infrastructure	\$100,000
e: Intangibles	\$100,000
f: Capital Leases	Same threshold for a – e are required to be capitalized

COST REIMBURSEMENT FUNDING:

Awarded bidder(s) activities will be funded on a reimbursement basis with proof of actual expenses incurred and paid. Copies of all supporting documents must be clear and legible. Reimbursement packets must be completed and organized. All costs must be allowable according to 2 CFR § 200 and all other applicable federal rules and regulations.

CONTRACT PERIOD:

Services are expected to begin October 1, 2026. Contract terms are detailed below in Table 3 - CONTRACT PERIOD.

Table 3 - CONTRACT PERIOD

Year 1	October 1, 2026	June 30, 2027
Year 2	July 1, 2027	June 30, 2028
Year 3	July 1, 2028	June 30, 2029
Year 4	July 1, 2029	June 30, 2030
Year 5	July 1, 2030	June 30, 2031

COST REIMBURSEMENT FINANCIAL RECORDS

The selected bidder(s) agrees to extend to the County, the State DHCS, MCPs, other grantors, and/or their designee(s) the right to review and monitor records, programs, or procedures at any time regarding clients as well as the overall operation of selected bidder(s)'s programs. Stated organizations shall have the right to these records to ensure compliance with the terms and conditions of the resulting Agreement.

COST REIMBURSEMENT BUDGET MODIFICATION REQUESTS

A Budget Modification Request (BMR) may be considered throughout the term of the resulting Agreement, providing selected bidder(s) the opportunity to proactively anticipate their expenditures and modify their existing budget structure for the benefit of services to the clients.

Changes to the contract budget, within authority of the County departments, may be made based on anticipated expenditures by written approval of the County, or designee(s).

COST PROPOSAL CONTENT REQUIREMENTS

1. Provide a detailed budget using the templates provided for the proposed services. Personnel entries shall include salary rates and percentage of time commitment by position. Include necessary equipment (rental/lease/purchase) and the cost of a federal Single Audit Act audit. Bidder(s) shall complete a detailed budget and budget justification narrative for each twelve (12) month contract term.
2. Planned CalAIM CS/ECM revenues shall be identified in each line item where it is planned to be applied.
3. Additional program revenues will be considered separate and distinct from the County's payment to the selected bidder.
4. Administrative costs include all non-direct service personnel. This includes staff such as executive directors, clerical staff and fiscal staff. In addition, identified corporate overhead will be added to the non-direct service personnel costs. Allowable administrative costs include services such as:
 - Accounting and budgeting
 - Auditing
 - Data processing
 - Employee retirement system administration
 - Legal services
 - Personnel administration
 - Procurement
 - Maintenance and operation of central or home office
 - Research and evaluation

Administrative costs claimed must be determined through an acceptable allocation method to fairly represent the services and benefits received by the facility. Unallowable administrative costs include:

- General administrative costs of local government, such as public services (fire, sanitation)
- The salary and expenses of the local governmental lawmaking bodies, such as the county board of supervisors and the city council
- Tax anticipation warrants and property tax functions

Any administrative staff that provides direct services shall be identified in the budget narrative by identifying the percentage of time spent providing direct care.

5. Direct Service Costs: Allowable costs include all necessary and proper costs which are incurred in developing and maintaining the operation of services, including:

- Salaries and benefits of direct service staff for tasks and services provided that are NOT billable to Medi-Cal for CalAIM CS and ECM services.
 - PLEASE NOTE that the identified staffing costs in Exhibit B assume 75% of direct service staff salaries and benefits will be funded through the resulting County services Agreement(s) while 25% will be funded through leveraging CalAIM Housing Navigation services revenues.
- Operating expenses
- Staff travel
- Facility maintenance costs
- Building and equipment depreciation or lease cost

Unallowable direct service costs include:

- Capital improvements (unless amortized)
- Purchase or construction of buildings
- Compensation to members of a local advisory board
- Administrative costs
- ANY costs related to direct services provided under the resulting Agreement that can be billed to Medi-Cal under CalAIM CS and ECM benefits.

Service hours provided to the program by volunteers or non-paid interns will not be considered a direct service cost. County-funded staff time must be dedicated to direct services that are not billable to Medi-Cal under CalAIM CS and ECM benefits. Under no circumstances will county-funded staff time be used for fund-raising purposes.

6. Benefit Costs: Costs to include in the calculation are: Health insurance (medical, dental, vision), retirement, life insurance, Worker's Compensation Insurance, payroll taxes and other optional benefits.

- PLEASE NOTE that the identified staffing costs in Exhibit B assume 75% of direct service staff salaries and benefits will be funded through the resulting County services Agreement(s) while 25% will be funded through leveraging CalAIM Housing Navigation services revenues.

7. Budget Narrative: Include a budget narrative explaining each budget section assuming the reviewer has no knowledge of bidder's agency or organization. Budget narratives shall also identify and explain any cost savings that would be realized through the operation of multiple County Street Outreach Zones, if applicable.

8. The narrative shall also be clear relative to depreciation expense, insurance expense, and consultant service expenses.

AWARD CRITERIA

All proposals will be evaluated using the same criteria. While cost is important, non-cost-related factors are also significant, and the County may not select the lowest cost proposal(s). The objective is to choose the proposal(s) that offers the highest quality services and will best achieve the County's goals and objectives within a reasonable budget. **PLEASE NOTE: The County will make an award for each Zone described herein.** Evaluations will be based on the criteria listed below:

COST

- a) Are proposed costs sufficient to deliver the described scope without being unrealistically low/high?
- b) Are budgets and narratives for identified Street Outreach Zones for all five (5) fiscal years submitted and complete?
 - If bidder is submitting a proposal for Zone 2, are budgets and narratives for Zones 2A, 2B and 2C for all five (5) fiscal years included and complete?
- c) Are proposed CalAIM CS Housing Navigation revenues clearly identified and integrated into the overall proposal(s)?
- d) Are costs proposed within a reasonable range of the maximum compensation amounts identified in the Cost Proposal section?
- e) Are indirect rates or administrative costs reasonable and adequately justified?

CAPABILITY AND QUALIFICATIONS

- a) Do the service descriptions address all the areas identified in the RFP? Will the proposed services satisfy County's needs and to what degree?
- b) Does the bidder demonstrate knowledge or awareness of the problems associated with providing the services proposed?
- c) Does the bidder demonstrate a strategic implementation plan to integrate CalAIM billable CS Housing Navigation services into their proposed service model?
- d) Does the bidder demonstrate knowledge of laws, regulations, statutes and effective operating principles required to provide this service?
- e) Does the bidder have experience in providing the services requested, and working with the proposed target population?
- f) Does the bidder demonstrate the ability to work with multiple community partner collaboratives and organizations to complete scope of work activities?
- g) Does the bidder clearly identify partnerships in Fresno County for this target population?
- h) Does the bidder clearly identify the number of individuals and target communities that will be served by their proposal?

- i) Does the bidder clearly identify how they will reach the target population in an effective manner?
- j) Does the bidder clearly identify the required Street Outreach Zone(s)?
- k) Are proposed services available at times and locations accessible to the community?
- l) Does the bidder clearly explain how they will provide the identified services including the required CalAIM CS Housing Navigation as part of their overall proposed service model?
- m) Does the bidder clearly identify outcomes, how they will be measured and how the outcome measures data will be tracked and used to improve services and satisfaction of service provision
- n) Does the bidder demonstrate knowledge of the County services as well as local community resources?
- o) Does the bidder demonstrate the commitment and ability to deliver services to diverse clients in a linguistically and culturally appropriate manner?

SERVICE OUTCOME MEASURES

- a) Does the bidder demonstrate the knowledge and experience required to produce desired outcomes?
- b) Does the bidder demonstrate the capability to track and report necessary data and outcomes?
- c) Does the bidder demonstrate how their organization will use the County designated data system to initiate referrals, track follow-up, document outcomes, and adapt to any future system updates or replacements required by the County?

PROPOSAL CONTENT REQUIREMENTS

It is required that the vendor submit his/her proposal in accordance with the format and instructions provided under this section.

- I. RFP PAGE 1 AND ADDENDUM(S) PAGE 1 (IF APPLICABLE) completed and signed by participating individual or agency.
- II. COVER LETTER: A one-page cover letter and introduction including the company name and address of the bidder and the name, address and telephone number of the person or persons to be used for contact and who will be authorized to make representations for the bidder.
 - A. Whether the bidder is an individual, partnership or corporation shall also be stated. It will be signed by the individual, partner, or an officer or agent of the corporation authorized to bind the corporation, depending upon the legal nature of the bidder. A corporation submitting a proposal may be required before the contract is finally awarded to furnish a certificate as to its corporate existence, and satisfactory evidence as to the officer or officers authorized to execute the contract on behalf of the corporation.
- III. TABLE OF CONTENTS
- IV. CONFLICT OF INTEREST STATEMENT: The Contractor may become involved in situations where conflict of interest could occur due to individual or organizational activities that occur within the County. **The Contractor must provide a statement addressing the potential, if any, for conflict of interest and indicate plans, if applicable, to address potential conflict of interest.** This section will be reviewed by County Counsel for compliance with conflict of interest as part of the review process. The Contractor shall comply with all federal, state and local conflict of interest laws, statutes and regulations.
- V. TRADE SECRET:
 - A. Sign where required.
- VI. CERTIFICATION – DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS
- VII. REFERENCES
- VIII. PARTICIPATION
- IX. EXCEPTIONS: This portion of the proposal will note any exceptions to the requirements and conditions taken by the bidder. If exceptions are not noted, the County will assume that the bidder's proposals meet those requirements. The exceptions shall be noted as follows:
 - A. Exceptions to General Conditions.
 - B. Exceptions to General Requirements.
 - C. Exceptions to Specific Terms and Conditions.
 - D. Exceptions to Scope of Work and/or Scope of Work Proposal Requirements.
 - E. Exceptions to Proposal Content Requirements.
 - F. Exceptions to any other part of this RFP.
- X. VENDOR COMPANY DATA: This section should include:
 - A. A narrative which demonstrates the vendor's basic familiarity or experience with problems associated with this service/project.
 - B. Descriptions of any similar or related contracts under which the bidder has provided services.
 - C. Descriptions of the qualifications of the individual(s) providing the services.

- D. Any material (including letters of support or endorsement) indicative of the bidder's capability.
- E. A brief description of the bidder's current operations, and ability to provide the services.
- F. Copies of the audited Financial Statements for the last three (3) years for the agency or program that will be providing the service(s) proposed. If audited statements are not available, compiled or reviewed statements will be accepted with copies of three years of corresponding federal tax returns. This information is to be provided after the RFP closes, if requested. **Do not provide with your proposal.**
- G. Describe all contracts that have been terminated before completion within the last five (5) years:
 - 1. Agency contract with
 - 2. Date of original contract
 - 3. Reason for termination
 - 4. Contact person and telephone number for agency
- H. Describe all lawsuit(s) or legal action(s) that are currently pending; and any lawsuit(s) or legal action(s) that have been resolved within the last five (5) years:
 - 1. Location filed, name of court and docket number
 - 2. Nature of the lawsuit or legal action
- I. Describe any payment problems that you have had with the County within the past three (3) years:
 - 1. Funding source
 - 2. Date(s) and amount(s)
 - 3. Resolution
 - 4. Impact to financial viability of organization.

XI. SCOPE OF WORK:

- A. Bidders are to use this section to describe the essence of their proposal.
- B. This section should be formatted as follows:
 - 1. A general discussion of your understanding of the project, the Scope of Work proposed and a summary of the features of your proposal.
 - 2. A detailed description of your proposal as it relates to each item listed under the "Scope of Work Proposal Requirements" section of this RFP. Bidder's response should be stated in the same order as are the "Scope of Work Proposal Requirements" items. Each description should begin with a restatement of the "Scope of Work Proposal Requirements" item that it is addressing. Bidders must explain their approach and method of satisfying each of the listed items.
- C. When reports or other documentation are to be a part of the proposal a sample of each must be submitted. Reports should be referenced in this section and submitted in a separate section entitled "REPORTS."
- D. A complete description of any alternative solutions or approaches to accomplishing the desired results.

XII. COST PROPOSAL: Proposals may be prepared in any manner to best demonstrate the worthiness of your proposal. Include details and rates/fees for all services, materials, equipment, etc. to be provided or optional under the proposal.

XIII. CHECK LIST

TRADE SECRET ACKNOWLEDGEMENT

Each proposal submitted is public record under the California Public Records Act (Cal. Gov. Code, secs. 7920.000 and following) and is therefore open to inspection by the public as required by Section 7922.525 of the California Government Code. The County will not exclude any proposal or portion of a proposal from treatment as a public record except information that it is properly submitted as a "trade secret" (described below) and determined by the County to be a "trade secret" (if not otherwise subject to disclosure, as stated below).

Information submitted as "proprietary", "confidential" or under any other terms that might state or suggest restricted public access will not be excluded from treatment as public record.

A general description of a "trade secret" is information, including a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use and is the subject of efforts to maintain its secrecy.

Requirements for Consideration as a Trade Secret:

- 1. Information must be submitted in a separate PDF file titled "Trade Secret"**
- 2. Information must include a clear and concise statement that sets out the reasons the information qualifies as a Trade Secret.**
- 3. Information must conform to the above description of a Trade Secret.**

Information submitted by a bidder as trade secret will be reviewed by County of Fresno's Purchasing Division, with the assistance of the County's legal counsel, to determine conformance or non-conformance to the foregoing description.

Information that is properly identified as "trade secret" and which the County determines to conform to the description will not become public record (if not otherwise subject to disclosure, as stated below). The County will safeguard this information in an appropriate manner, provided however, in the event of a request, demand, or legal action by any person or entity seeking access to the trade secret information, the County will inform the bidder of such request, demand, or legal action, and the bidder shall defend, indemnify, and hold harmless the County, including its officers and employees, against any and all claims, liabilities, damages, or costs or expenses, including attorney's fees and costs, relating to such request, demand or legal action, seeking access to the trade secret information.

Information submitted by bidder as trade secret and determined by the County not to be in conformance with the above requirements for consideration as a trade secret shall not be treated as a trade secret.

The County shall not in any way be liable or responsible for the disclosure of any proposals or portions thereof, if (1) they are not electronically submitted in a separate PDF that is marked "Trade Secret"; or (2) disclosure thereof is required or allowed under the law or by order of court.

Bidders are advised that the County does not wish to receive trade secrets and that bidders are not to supply trade secrets unless they are absolutely necessary.

BIDDER MUST CHECK ONE OF THE FOLLOWING:

Has bidder complied with all of the requirements for consideration as a trade secret listed above?

By marking "**NO**", bidder does not claim any bid information submitted to the County is a trade secret.

☐ **YES** ☐ **NO**

I have read and understand and agree to the above "Trade Secret Acknowledgement."

ACKNOWLEDGED AND AGREED BY BIDDER:

Signature	Date
Print Name	Title

DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS

In their proposal, the bidder is required to disclose if any of the following conditions apply to them, their owners, officers, corporate managers and partners (hereinafter collectively referred to as “Bidder”):

1. Within the three-year period preceding the proposal, they have been convicted of, or had a civil judgment rendered against them for:
 - a. fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;
 - b. violation of a federal or state antitrust statute;
 - c. embezzlement, theft, forgery, bribery, falsification, or destruction of records; or
 - d. false statements or receipt of stolen property
2. Within a three-year period preceding their proposal, they have had a public transaction (federal, state, or local) terminated for cause or default.

Disclosure of the above information will not automatically eliminate a Bidder from consideration. The information will be considered as part of the determination of whether to award the contract and any additional information or explanation that a Bidder elects to submit with the disclosed information will be considered. If it is later determined that the Bidder failed to disclose required information, any contract awarded to such Bidder may be immediately voided and terminated for material failure to comply with the terms and conditions of the award.

Any Bidder who is awarded a contract must sign an appropriate Certification Regarding Debarment, Suspension, and Other Responsibility Matters. Additionally, the Bidder awarded the contract must immediately advise the County in writing if, during the term of the agreement: (1) Bidder becomes suspended, debarred, excluded or ineligible for participation in federal or state funded programs or from receiving federal funds as listed in the excluded parties list system (<https://sam.gov/content/home>); or (2) any of the above listed conditions become applicable to Bidder. The Bidder will indemnify, defend and hold the County harmless for any loss or damage resulting from a conviction, debarment, exclusion, ineligibility or other matter listed in the signed Certification Regarding Debarment, Suspension, and Other Responsibility Matters.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS - PRIMARY COVERED TRANSACTIONS

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

CERTIFICATION

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it, its owners, officers, corporate managers and partners:
- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature: _____

Date: _____

(Printed Name & Title)

(Name of Agency or Company)

REFERENCE LIST

VENDOR MUST COMPLETE AND RETURN WITH REQUEST FOR PROPOSAL

Firm: _____

Provide a list of at least five (5) customers for whom you have recently provided similar services. If you have held a contract for these or similar services with the County of Fresno within the past seven (7) years, list the County as one of your customers. Please list the person most familiar with your contract. Be sure to include all requested information.

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: (_____) _____ Project Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: (_____) _____ Project Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: (_____) _____ Project Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: (_____) _____ Project Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: (_____) _____ Project Date: _____
 Service Provided: _____

Failure to provide a list of at least five (5) customers may be cause for rejection of this RFP.

PARTICIPATION

The County of Fresno is a member of the California Association of Public Procurement Officials (CAPPO) Central Valley Chapter. This group consists of Fresno, Kern, Kings, and Tulare Counties and all governmental, tax supported agencies within these counties.

Whenever possible, these and other tax supported agencies co-op (piggyback) on contracts put in place by one of the other agencies.

Any agency choosing to avail itself of this opportunity, will make purchases in their own name, make payment directly to the contractor, be liable to the contractor and vice versa, per the terms of the original contract, all the while holding the County of Fresno harmless. If awarded this contract, please indicate whether you would extend the same terms and conditions to all tax supported agencies within this group as you are proposing to extend to Fresno County.

*** Note: This form/information is not rated or ranked for evaluation purposes.**

☐

Yes, we will extend contract terms and conditions to all qualified agencies within the California Association of Public Procurement Officials (CAPPO) Central Valley Chapter and other tax supported agencies.

☐

No, we will not extend contract terms to any agency other than the County of Fresno.

(Authorized Signature)

Title

CHECK LIST

This Checklist is provided to assist vendors in the preparation of their RFP response. Included are important requirements the bidder is responsible to submit with the RFP package in order to make the RFP compliant.

Check off each of the following (*if applicable*):

1. _____ Signed cover page of Request for Proposal (RFP).
2. _____ Check <http://www.FresnoCountyCA.gov/departments/internal-services/purchasing/bid-opportunities> for any addenda.
3. _____ Signed cover page of each Addendum.
4. _____ Provide a Conflict of Interest Statement.
5. _____ Signed *Trade Secret Form* as provided with this RFP (Trade Secret Information, if provided, must be electronically submitted in a separate PDF file and marked as Confidential).
6. _____ Signed *Criminal History Disclosure Form* as provided with this RFP.
7. _____ Signed *Participation Form* as provided with this RFP.
8. _____ The completed *Reference List* as provided with this RFP.
9. _____ Verification of Department of Industrial Relations Contractor Registration.
10. _____ Indicate all of bidder exceptions to the County's requirements, conditions and specifications as stated within this RFP.
11. _____ Bidder's response does not contain any links as stated in the Bid Instructions.
12. _____ Bidder's proposal, in PDF format, electronically submitted to the Bid Page on Public Purchase.
13. _____ Bidder's Cost Proposal, completed for each Zone bidder wishes to bid on, in Excel, electronically submitted to the Bid Page on Public Purchase.
14. _____ If bidding for Expanded CalAIM Integration, letters of support for each MCP bidder currently contracts with are attached.

Return Checklist with your RFP response

EXHIBITS

- A. Street Outreach Zones**
- B. Item Budget**
- C. Program Budget**
- D. Insurance Requirements**