

**LOS ANGELES COUNTY
AGING AND DISABILITIES DEPARTMENT
PROCUREMENT FOR SERVICES ENTITLED:**

**REQUEST FOR PROPOSALS
SUPPORTIVE SERVICES PROGRAM SERVICES
AAA-SSP-2324 RFP
ADDENDUM TWO**

In accordance with Subparagraph 4.4 (County’s Right to Amend Request for Proposals) of the RFP, County has the unlimited right to amend this RFP by written addendum at any time before the required submission date. As such, this Addendum Two is hereby issued for this RFP to address the following elements:

PART I (CHANGES TO THE RFP)

A. RFP Subparagraph 2.2.3 is deleted in its entirety and replaced as follows:

2.2.3 County has established the minimum units of Service for each Service Category to be provided in each Supervisorial District as follows:

Service Category	Minimum Units of Service					Unit of Measurement
	SD1	SD2	SD3	SD4	SD5	
Case Management	7475	6003	1514	8488	8020	1 Unit = 1 Hour
Homemaker	3188	2732	741	6782	3797	1 Unit = 1 Hour
Personal Care	3188	1214	430	3942	3162	1 Unit = 1 Hour
Respite	455	1780	0	556	0	1 Unit = 1 Hour
Alzheimer’s Day Care	595	0	30	0	948	1 Unit = 1 Day
Registry	777	0	33	954	1300	1 Unit = 1 Hour

PART II (ATTACHMENTS TO ADDENDUM TWO)

A. Attachment 1 (AAA-SSP-2324 RFP Questions and Answers Addendum Two) is added as an addendum to this RFP.

B. Appendix B (Required Forms), Exhibits 1-5 and 7-8 is deleted in its entirety and replaced with Appendix B (Required Forms), Exhibits 1-5 and 7-8 (Revised 04/10/2023). Accordingly, all references made to RFP, Appendix B (Required Forms), Exhibits 1-5 and 7-8 throughout the RFP and its Appendices shall mean the attached Appendix B (Required Forms), Exhibits 1-5 and 7-8 (Revised 04/10/2023).

- Information entered on Exhibit 4 (Proposer’s Debarment History and List of Terminated Contracts) was automatically populating on Exhibit 8 (Proposer’s List of References). The error on Exhibit 8 has been corrected.
 - Checkbox marked on Exhibit 2 (Certificate of Compliance) was automatically populating on Exhibit 3 (Request for Preference Consideration) and Exhibit 4 (Proposer’s Debarment History and List of Terminated Contracts). The error on Exhibit 2 has been corrected.
 - Please note only exhibits 2 and 8 have been updated and there are no changes to Exhibits 1, 3, 4, 5 and 7.
- C. Appendix B (Required Forms), Exhibit 10 (Proposed Program Services) is deleted in its entirety and replaced with Appendix B (Required Forms), Exhibit 10 (Proposed Program Services) (Revised 04/12/2023). Accordingly, all references made to RFP, Appendix B (Required Forms), Exhibit 10 (Proposed Program Services), throughout the RFP and its Appendices shall mean the attached Appendix B (Required Forms), Exhibit 10 (Proposed Program Services) (Revised 04/12/2023).
- Minor formatting changes were made and Row 12 “Continued” clients under Section I (Services Unit and Client Summary) tab has been removed.
- D. Appendix F (County of Los Angeles Zip Code List) is deleted in its entirety and replaced with Appendix F (County of Los Angeles Zip Code List) Revised 04/10/2023. Accordingly, all references made to RFP, Appendix F (County of Los Angeles Zip Code List) throughout the RFP and its Appendices shall mean the attached Appendix F (County of Los Angeles Zip Code List) Revised 04/10/2023.
- Appendix F (County of Los Angeles Zip Code List) Revised 04/10/2023 includes the following updates:
 - Row 15, column A cell has been unlocked under Supervisorial District 1
 - The following zip codes have been deleted from Appendix F as these zip codes are being served by another entity:
 - SD1: 91733, 91746, 91770
 - SD2: 90248 and 90249
 - SD5: 91214

ATTACHMENT 1
AAA-SSP-2324 RFP
ADDENDUM TWO
QUESTIONS AND ANSWERS

Pursuant to the RFP Subparagraph 7.3 (Proposer's Questions), this Question and Answer (Q&A) document provides answers to questions received in response to RFP No. AAA-SSP-2324 RFP. The Q&A have been summarized/edited to capture the essence of the speaker's communication without losing its integrity. Please note that similar questions may have been combined and answered together.

Q1. I'm interested in the Supportive Services Program RFP; however, I don't see the link to the RFP in the portal.

A1. RFP can be found at: <https://www.lacountyad.org/business>

Q2. Can you please let me know what is the County looking for under SSP RFP?

A2. Please refer to the RFP Paragraph 3 (Proposer's Minimum Qualifications) to learn more about the requirements to submit a proposal and Exhibit A (Statement of Work) to Appendix A (Sample Subaward) to view the SSP scope of work.

Q3. Can a Proposer further limit the eligible population served? For example, could we propose to only serve people who meet all the eligibility requirements, within a designated geographic area, who also have Alzheimer's disease or related dementia?

A3. Proposers are required to provide SSP Services to all individuals that meet the criteria as indicated in Appendix A (Sample Subaward), Exhibit A (Statement of Work), Subparagraph 10.2 (Eligibility) unless it is specifically stated in Exhibit A (Statement of Work). Currently, the only service category that requires Proposers to serve individuals that meet both general eligibility criteria and those that exhibit signs of cognitive impairments is Alzheimer's Day Care. Please refer to Subparagraph 10.3.5 of Exhibit A (Statement of Work) for additional information.

Q4. RFP Subparagraph 2.2.2 states the estimated potential maximum Subaward Sum for four (4) years is approximately \$2,878,000. Can you confirm if this Subaward is for one or four years? Under Supervisorial District 3, it states the total funding amount is \$118,684. How much of \$118,684 is Proposer allowed to apply for in FY 2023-24? Are the minimum units of service identified in Subparagraph 2.2.3 for one or four years?

A4. Per Addendum One released on 3/23/2023, the estimated funding for FY 2023-24 for all five (5) Supervisorial Districts (SD) has been updated to \$2,935,000. Should the County exercise all three (3) renewal options after Year 1, the estimated potential maximum Subaward Sum for four (4) years is \$11,740,000. The

\$118,684 is the maximum funding amount for Supervisorial District 3. The proposer may apply for any amount up to the estimated funding amount for each Supervisorial District they propose to serve. The minimum units of service identified in 2.2.3 are for one (1) year.

Q5. As a proposer, at a minimum, we can provide one (1) of the six (6) categories. Does that mean we can pick two (2) or three (3) service categories and not all six (6) categories?

A5. Yes, that is correct. Proposer may propose between one (1) to six (6) service categories.

Q6. How does the funding match the staffing? There is not enough to meet staffing requirements. For example, for Supervisorial District 3, \$118K is not possible to hire a full-time project manager, supervisor, and case manager.

A6. Per Exhibit A (Statement of Work), the Project Manager, Project Supervisor, and Case Manager are not required to be full time Staff.

Q7. The minimum units of service for Case Management and staffing requirements for Supervisorial District 3 are above the allocated funding amount. Can you explain how this is possible?

A7. The minimum units of service in RFP Subparagraph 2.2.3 have been updated to align with current service delivery levels for all Supervisorial Districts and allocated funding amounts for FY 2023-24 and is included as part of this Addendum Two.

Q8. Section C on page 33-37 of the RFP states that each required service has a maximum number of points. So, if we select only one service, will this affect the total number of points awarded? For example, homemaker is 500 points, case management 200 points, personal care 500 points, etc.

A8. Yes, that is correct. Points will be awarded only for the Service Categories being proposed. For example, if a Proposer only proposes one (1) service category, Proposer may only receive up to the maximum points allotted for that service category and will receive zero (0) points for the service categories they are not proposing to provide.

Q9. In preparation of FY 2023-24 SSP RFP, I have noticed Appendix B (Required Forms), Exhibit 9 (Proposed Budget) under Budget Detail – Volunteer, Column J (Variance) is not calculating correctly.

A9. The variance will not exist if columns G (Match) and H (Non-Match) are completed.

Q10. If a case manager has decades of experience in social services, can that be sufficient in lieu of a bachelor's degree?

- A10. No, it is not sufficient. As stated in Exhibit A (Statement of Work), Subparagraph 6.4.4.4.1, Case Manager must have a Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.
- Q11. Are client testimonials required when submitting a proposal for Case Management services?
- A11. Testimonials are not required for Case Management, but they are required for the other Service Categories.
- Q12. If our organization has provided SSP services in the past, can we follow the reference guidelines in Appendix B (Required Forms), Exhibit 8 (Proposer's List of References), Instruction No. 4 with Los Angeles County Workforce Development, Aging and Community Services (WDACS) instead of Los Angeles County Aging and Disabilities Department?
- A12. If an organization has provided AAA Program Services such as Supportive Services Program (SSP) under WDACS (prior to July 1, 2022), Proposer should use Aging and Disabilities Department as instructed on Exhibit 8 under Item No. 4.
- Q13. If Proposers can choose which Service Category to apply for, can you clarify why the Proposer is penalized by the scoring system if they don't opt to do all the services categories?
- A13. Proposers are not penalized. Proposer may be awarded up to the maximum points for each service category they propose. Proposer will be awarded no points, (or receive zero (0) points), for service categories they do not propose. It is up to the Proposer to determine which/how many of the service categories they will propose. The more service categories proposed, the higher potential to be awarded more points.
- Q14. Can a qualified organization propose under a service category that they subcontract; for example, Homemaker/Personal Care?
- A14. Yes, organizations may apply for whichever of the six (6) Service Categories they plan to serve regardless of if they plan to use a Lower-Tier Subaward/Subrecipient.
- Q15. Do qualified organizations receive more preference if they apply for more than one service category?
- A15. If an organization is eligible to receive Preference, preference will be applied to the average unduplicated Client cost for each proposed service category. For example, if an organization proposes six (6) service categories and is eligible to receive preference, then preference will be applied to the unduplicated Client cost for each of the six (6) proposed service categories for that Proposer. If an organization proposes three (3) service categories and is eligible to receive

Preference, then preference will be applied to the unduplicated Client cost for each of the three (3) proposed service categories.

For purposes of this RFP, Preference is applied to the lowest average unduplicated Client cost. As stated in RFP Subparagraph 7.7.2.2.1.1, fifteen percent (15%) of the lowest average cost unit rate will be calculated to determine the Preference Amount. The Preference Amount will be deducted from the unit rate cost for Proposer(s) who requested and were granted a Preference. This would effectively decrease the average unit rate cost for Proposer who qualifies to receive the Preference (only for purposes of determining the lowest average cost unit rate).

Q16. Is there a page limit on the Budget Narrative?

A16. No, there is no specific page limit on the budget narrative. However, as stated in RFP Subparagraph 7.5.2.1, the combined narrative responses for the Proposal (including both the Business Component and the Cost Component) must not exceed a total of twenty-five (25) single-sided pages.

Q17. Exhibit A (Statement of Work) reflects unit rates per Service Category. Are we to use these as minimums/maximum rates for the RFP or can different rates be proposed?

A17. The unit rates identified in Exhibit A (Statement of Work), Subparagraph 10.4.1, reflect the maximum dollar amount that is reimbursable for each unit of measurement for each Service. Proposer may propose different unit rates as long as the unit rates do not exceed the maximum unit rates established for each service category.

Q18. Does Proposer need to provide separate client testimonials for each service category they are proposing, or can the same testimonial be used in multiple service categories?

A18. Proposer may use the same Client testimonial for multiple service categories if testimonial identifies each specified type of service(s) and how the Client benefited from each of the Service(s). For example, Client A's testimonial indicates receiving Homemaker and Personal Care services and discusses the benefits of both services. Proposer may provide this testimonial for both Homemaker and Personal Care. However, if Client A's testimonial identifies both services but only discusses how Client benefited from Homemaker Services, then Client A's testimonial may only be provided for Homemaker.

Q19. Is a description of collaborations and the reference list sufficient for the RFP or should Memorandums of Understanding be submitted as well?

A19. It is at the Proposer's discretion to include any Memorandums of Understanding, but the Proposer must complete Appendix B (Required Forms), Exhibit 8 (Proposer's List of References) as outlined per the instructions. Proposers must

also describe its plan to ensure that it establishes collaborations within the community to ensure the effective delivery of Program Services within a Supervisorial District(s). Refer to RFP Subparagraphs 7.6.3.2.1 and 7.6.4.11 for more information.

Q20. Could you highlight the parts of the RFP that have changed since the last RFP in 2019?

A20. The previous RFP is no longer valid, and Proposers must do their due diligence in reviewing the new RFP to ensure they meet all the requirements set forth in the new solicitation.

Q21. We have an extensive emergency procedures manual. Can we provide this as an attachment for Subsection C.12, (Emergency and Disaster Preparedness), or is the response limited to only a 1-page summary?

A21. Yes, you may include the manual as an attachment. The page limit is limited only to the narratives and does not apply to exhibits, attachments, the cover page, and the table of contents (e.g., attachments are not counted toward the 25-page limit).

Q22. Can we utilize staff and/or interns not assigned to and not funded by SSP to provide Respite Services?

A22. Yes. Subrecipient must ensure staff or interns are appropriately trained and qualified for the responsibilities assigned prior to beginning those responsibilities. Additionally, a background check must be conducted on any staff or intern that has any direct Client contact, direct access to the Client's personal information and/or case file.

Q23. How is the funding allocated across the Supervisorial Districts? Some Districts have more funding in relation to the minimum units required leading to potentially higher rates per unit compared to other Districts.

A23. Funding for each Supervisorial District is based on the number of individuals, age 60 and older, living below the poverty level. The minimum units of service identified for each Supervisorial District in RFP Subparagraph 2.2.3 has been updated and is included as part of this Addendum Two.

Q24. Can AAA provide a list of vendors that accept the \$32.00 Homemaker and \$30.00 Respite rate? All vendors for these services accept no less than \$35.00 per hour unit rate.

A24. County does not provide a list of available vendors. It is up to the Proposer to determine how they would like to procure services and which vendors to work with.

Q25. The unit rates in Exhibit A (Statement of Work) do not seem to reflect the current increased rates for the workforce given inflation and cost of living increases, as they are as FY 2022-23 unit rates. Is there room for the unit rates to be increased?

- A25. The unit rates for SSP will remain the same as outlined in Exhibit A (Statement of Work), Subparagraph 10.4.1. The current unit rates are consistent with the unit rates of the other AAA Programs.
- Q26. Can our agency have a subcontractor for a service category if our agency provides the same service?
- A26. Yes, Aging & Disabilities allows subcontracting as part of this RFP. Please refer to Appendix A (Sample Subaward), Subparagraph 8.40 (Lower Tier Subaward) for information pertaining to subcontracting. In addition, the Subawards require that Lower Tier Subaward procurements are conducted as either open competitive solicitations (pursuant to Title 22 California Code of Regulations (CCR) Section 7352) or justified non-competitive awards (pursuant to Title 22 CCR Section 7360).
- Q27. Will you include these questions and answers in the Addendum?
- A27. Yes. All questions received prior to, during the Mandatory Proposers' Conference, and up until 5:00 p.m. (PT) on 4/4/2023, have been compiled into this Q&A document and included as part of Addendum Two to the RFP.
- Q28. Can you share a list of attendees for this conference?
- A28. Please email aaarfp@ad.lacounty.gov to request a list of attendees for this conference.
- Q29. In Section 7.5.1.1 on p. 26, the AAA-SSP-2324 RFP specifies font, margin, paragraph spacing, and footer requirements for narratives. Do the font, margin, and paragraph spacing apply to charts or tables within the narrative?
- A29. Yes, the font, margin and paragraph spacing should also apply to charts/tables within the narrative.
- Q30. Appendix C (Transmittal to Request a Solicitation Requirements Review) was due by 3/22/23. Could we submit a proposal if we didn't complete that?
- A30. Yes, you may still submit a proposal. Proposers are not required to complete Appendix C (Transmittal to Request a Solicitation Requirements Review). If Proposer was seeking a Solicitation Requirements Review, Proposer should have completed and submitted Appendix C (Transmittal to Request a Solicitation Requirements Review) by 3/22/23.
- Q31. Zip codes 91801, 91802, 91803 for Alhambra were not included in Appendix F (County of Los Angeles Zip Code List). Will these zip codes be included in Supervisorial District 5?
- A31. Zip codes 91801 and 91803 will not be included in Appendix F as SSP Services are provided by the City of Alhambra. Please note zip code 91802 is utilized as a P.O. Box.

Q32. Zip codes 91804, 91202 and 90065 were not included in Appendix F. Will these zip codes be added?

A32: Zip codes 91804, 91202 and 90065 will not be included in Appendix F as these zip codes are either served by another entity or belong to the City of Los Angeles.

Q33. Subsection C.1 (Service Delivery Coverage) on page 33 of the RFP states that Proposer can identify which zip code they will serve within the Sup District. Does that mean we don't have to serve every zip code?

A33. Yes, that is correct. Proposers are not required to serve all the zip codes in the Sup District they are applying for. Proposers shall complete Appendix F (County of Los Angeles Zip Code List) and identify which zip codes they propose to serve within the Sup District(s) they are applying for.

Q34. Will Proposers be allowed to serve zip codes of their choosing in the Supervisorial Districts they apply for, or will the zip codes be assigned by County? In the past, assignment of zip codes caused some interruption in care as well as difficulties for communities that needed bicultural and bilingual care that were not always available via the provider for their zip code. Interpretation and translation costs are averaging \$80/hour now and may pose challenges for providers to offer services in language given the cost of interpreters.

A34. Upon completion of the evaluation process, County will rank the proposals from highest to lowest score. County will do its best to accommodate the recommended Proposers' desired zip codes during the zip code selection process. In the event that different agencies select the same zip code(s), the Proposers recommended for award will have the opportunity to select its desired zip codes from the pool of duplicated zip codes based on their proposal ranking (higher ranked proposals will receive priority in the selection process). If required, zip codes will be assigned by County until Client needs are met.