

**LOS ANGELES COUNTY  
AGING AND DISABILITIES DEPARTMENT  
REQUEST FOR PROPOSALS (RFP)  
LINKAGES PROGRAM  
AAA-LNK-2328 RFP**

**ADDENDUM TWO**

In accordance with Subparagraph 4.4 (County’s Right to Amend Request for Proposals) of the Request for Proposals (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 STATEMENT OF WORK)**

A. Appendix A (Sample Subaward), Exhibit A (Statement of Work), Subparagraph 10.4.1 is deleted in its entirety and replaced as follows:

10.4.1 The unit rates indicated in the chart below reflect the maximum dollar amount that is reimbursable per each unit of measurement for each Service.

<b>Service</b>	<b>Unit of Measurement</b>	<b>Maximum Unit Rate</b>
Intake/Screening	One (1) Hour	\$29.12
Assessment	One (1) Hour	\$50.96
Care Planning	One (1) Hour	\$50.96
Coordination of Informal Support Services	One (1) Hour	\$50.96
Coordination of Arranged Services	One (1) Hour	\$50.96
Coordination of Purchase of Services (POS)	One (1) Hour	\$50.96
Purchase of Service (POS)	One (1) Occurrence	Actual cost of service provided; Maximum of \$828 per Client/per FY
Monitoring/Follow-Up	One (1) Hour	\$50.96
Reassessment	One (1) Hour	\$50.96
Client Termination	One (1) Hour	\$50.96

- B. Appendix A (Sample Subaward), Exhibit A (Statement of Work), Subparagraph 10.4.4 is deleted in its entirety and replaced as follows:

10.4.4 POS shall be reimbursed based on actual costs, and shall not exceed \$825 dollars, per Client, per Fiscal Year, unless prior approval from County is obtained.

## **PART II (ATTACHMENTS TO ADDENDUM TWO)**

- A. Attachment 1 (AAA-LNK-2328 RFP Questions and Answers Addendum Two) is added as an addendum to this RFP.
- B. Appendix B (Required Forms), Exhibit 9 (Proposed Budget) is deleted in its entirety and replaced with Appendix B (Required Forms), Exhibit 9 (Proposed Budget) Revised 12-13-2022. Row 31-33, Columns G through Z of the Budget Detail-Other Costs page have been unlocked so that additional items, if needed, may be included. Accordingly, all references made to RFP, Appendix B (Required Forms), Exhibit 9 (Proposed Budget) throughout the RFP and its Appendices shall mean the attached Appendix B (Required Forms), Exhibit 9 (Proposed Budget) Revised 12-13-2022.

**ATTACHMENT 1  
AAA-LNK-2328 RFP  
ADDENDUM TWO  
QUESTIONS AND ANSWERS**

Pursuant to the RFP Subparagraph 7.3 (Proposers' Questions), this Question and Answer (Q&A) document provides answers to questions received in response to RFP No. AAA-LNK-2328 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: How do I apply for this bid?

The RFP is available online at <https://www.lacountyad.org/business>.

Q2: Will my business qualify to submit a bid?

Please refer to the RFP Paragraph 3 (Proposer's Minimum Qualifications) to learn more about the requirements to submit a proposal.

Q3: What is the maximum unit rate for the Program as referenced on page 41 of the RFP?

The maximum unit rates are detailed in Appendix A (Sample Subaward), Exhibit A (Statement of Work), Subparagraph 10.4 (Unit Rates).

Q4: Can the rows marked as note (6) on the Budget Detail – Other Costs page of Appendix B (Required Forms), Exhibit 9 (Proposed Budget) be unlocked so that we may include additional items? Also, instructions for note (6) state to provide explanations for items included in the cells in a separate document, however, wouldn't this be supported by the budget narrative?

Rows marked as note (6) on the Budget Detail-Other Costs page of Appendix B (Required Forms), Exhibit 9 (Proposed Budget) have been unlocked so that you may include additional items. Furthermore, providing the explanations for the additional items in the budget narrative will be sufficient.

Q5: Will you be sending a list of attendees for this meeting?

If you are interested in receiving a list of attendees for this Conference, please send an email to [aaarfp@ad.lacounty.gov](mailto:aaarfp@ad.lacounty.gov), and we will provide you with a copy.

Q6: The expected date for Questions & Answers to be released (December 8th) provides proposers with just five business days to make a decision whether or not to apply and/or finalize the details of their proposal. Especially when it comes to crucial details surrounding rates, this leaves proposers with an extremely limited timeframe to complete the proposal, including the lengthy and highly detailed budget and PPS

Exhibits. Can you please extend the proposal submission deadline so that proposers have more time to apply following the release of the Q&A?

The deadline to submit a proposal has been extended to Friday, January 13, 2023, by 5:00 p.m. (P.T.).

Q7: Our organization has over 45 years of experience providing mental health and case management. Would we be eligible to apply?

Interested and qualified Proposers that can demonstrate their ability and qualifications to successfully provide the required services outlined in Exhibit A (Statement of Work) of Appendix A (Sample Subaward) are invited to submit a Proposal, provided they meet the minimum qualifications outlined in Paragraph 3 (Proposer's Minimum Qualifications) of the RFP.

Q8: Will there be a possibility of funding increase during the contract period (5 years) to account for cost of living and increasing needs in the community?

Funding increase during the five (5) year contract term is subject to availability of additional funding.

Q9: Are the list of references supposed to come from the linkage partners we will be working with, or can they come from partners we have for mental health services?

Proposers should list references who are able to substantiate Proposer's experience providing Linkages Services or substantially similar scope of Program Services, where such experience has been obtained within the last seven (7) years (between 2014-2021). Please refer to the instructions in Appendix B (Required Forms), Exhibit 8 - Proposer's List of References for more detailed information.

Q10: Please explain the criteria for awarding points for references.

County will contact the three (3) references listed in Proposer's completed Exhibit 8 (Proposer's List of References) to substantiate the description of the services provided by Proposer, to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel, etc. Each reference is worth a maximum of 200 points each, for a total of 600 maximum points.

Q11: Can the match be all in-kind services?

Match can be in the form of a cash match contribution and/or an in-kind match contribution. For more information, please refer to Appendix A (Sample Subaward), Subparagraph 5.12 (Match Contribution).

Q12. We would be interested in providing the software for this program. How would I go about contacting the different Proposers to say that our organization is interested in providing software to go along with tracking requirements for this program.

The GetCare system is the platform used for tracking for the Linkages Program. If you are interested in receiving a list of attendees for this Conference a request can be made by emailing [aaarfp@ad.lacounty.gov](mailto:aaarfp@ad.lacounty.gov).

Q13. Our organization has over 45 years of experience providing mental health and case management. Would we be eligible to apply?

Interested and qualified Proposers that can demonstrate their ability and qualifications to successfully provide the required services outlined in Exhibit A (Statement of Work) of Appendix A (Sample Subaward) are invited to submit a Proposal, provided they meet the minimum qualifications outlined in Paragraph 3 (Proposer's Minimum Qualifications) of the RFP.

Q14: Appendix B (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) requires Proposer to fill in their California Business License Number. Does a City Business License Number suffice?

Yes, a City Business License Number will suffice.

Q15. The instructions in Appendix B (Required Forms), Exhibit 6 (Community Business Enterprise) states that the form must be submitted in Excel format, however the RFP states that the Proposal must be submitted as a PDF. Please clarify.

Appendix B (Required Forms), Exhibit 6 (Community Business Enterprise) should not be submitted as a separate excel file. It should be incorporated in the Proposal and submitted as a PDF.

Q16. The RFP indicates a Project Manager under mandatory staff; however, the statement of work indicates a Clinical Supervisor and Care Manager too. Can you please clarify the mandatory staffing?

Project Manager, Clinical Supervisor and Care Manager are mandatory positions. Clinical Supervisor may serve as the Project Manager if the education, experience, and qualifications for the Project Manager are met (see Exhibit A (Statement of Work), Subparagraph 6.4.4.3). A Clinical Supervisor may fulfill duties of both Project Manager and Clinical Supervisor.

Q17: Do the Project Manager, Clinical Supervisor, and Care Manager need to be full-time equivalent (1.0 FTE)?

No, the Project Manager and Clinical Supervisor are not required to be full time (1.0 FTE), however, Care Manager is a required full-time position.

Q18: If we have a full-time Project Manager and full-time Care Manager, can the Clinical Supervisor be hired as a consultant to be utilized a couple hours per week?

Clinical Supervisor can be hired as a permanent staff member or as a consultant so long as all requirements are met as indicated in Exhibit A (Statement of Work). Clinical Supervisor is responsible for planning, coordinating, organizing, and developing the principles and techniques related to the Linkages Program. Clinical Supervisor is also responsible for the direct supervision of Care Managers and Student Interns and must be available to them on a daily basis.

Q19: Is there an anticipated number of program participants to be served per district?

There is no established count of the minimum number of Clients to be served per Supervisorial District. The number of Clients to be served is determined by funding availability for the Program and the unit rates to be proposed by Proposer. The total funding amount is identified in RFP Subparagraph 2.2 (Estimated Funding) and the maximum unit rates are identified in Appendix A (Sample Subaward), Exhibit A (Statement of Work), Subparagraph 10.4 (Unit Rates). As part of the RFP, Proposers must determine the number of Clients they propose to serve on Appendix B (Required Forms), Exhibit 10 (Proposed Program Services). This number will be considered the baseline for Clients served.

Q20: Which sections of Exhibit A (Statement of Work) need to be completed? Which sections require confirmation of compliance?

Exhibit A (Statement of Work) details program requirements, activities and deliverables. Subrecipients will be expected to implement the requirements outlined in the Statement of Work, if selected to receive an award.

Q21: Does GetCare have the ability for progress notes? If so, can you please explain the process for entering notes in GetCare?

Yes, progress notes can be entered in GetCare under the Progress Notes Section. Instructions to create and retrieve notes in GetCare are as follows:

<b>Creating a Note in GetCare</b>	<ul style="list-style-type: none"><li>▪ Select <b>Full Client Search</b> under <b>Caretool</b> Option.</li><li>▪ Conduct client search by using the available search options (GetCare ID, name, date of birth (DOB), last four of SSN, etc.) and click "Select". Select the desired Client from list to open file.</li><li>▪ Go to <b>Progress Notes</b> section.</li><li>▪ Click on "Add New Note" and type in detailed narrative</li><li>▪ Go to <b>Viewable By</b> dropdown and determine if a specific agency or everyone has access to the note.</li><li>▪ Go to <b>Provider(s)</b> and type provider name. Agency name(s) will auto populate once first letters are entered.</li></ul>
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	<ul style="list-style-type: none"> <li>▪ Select <b>Element</b> (Attachment, Event, Existing Service, Home Visit, Mode, New Source, New Service, Problem, Units). Additional elements may be selected by clicking on <b>Add Additional Element</b>.</li> <li>▪ Once note is completed, Provider may <b>Save as a Draft</b> or <b>Save and Sign</b></li> </ul>
<b>Retrieving Existing Notes in GetCare</b>	<ul style="list-style-type: none"> <li>▪ Select <b>Full Client Search</b> under <b>Caretool</b> Option</li> <li>▪ Conduct client search by using the available search options (GetCare ID, name, date of birth (DOB), last four of SSN, etc.) and click "Select". Select the desired Client from list to open file.</li> <li>▪ Go to <b>Progress Notes</b> section</li> <li>▪ Go to "Filter Progress Notes" under <b>Progress Notes</b> Section</li> <li>▪ Users may search under All Clients or Specific Client</li> <li>▪ Select desired filters and click on <b>Apply</b> to view available notes</li> </ul>

Q22: There are several new forms (POS tracker, Service Arrangement tracker, Progress Note tracker, etc.) as attachments to Exhibit A (Statement of Work). Are these forms for agencies that are not able to access GetCare? If our Agency collects this information on our platform, do we need to duplicate it on the Statement of Work Attachment forms? Also, entering notes and documenting services is already done in GetCare, is there a need to track again separately, outside of GetCare

The Statement of Work Attachments are available for use to all Subrecipients. It is required to track Client progress and service delivery as indicated in Exhibit A (Statement of Work). Required information from Linkages Progress Notes (CMF6) and Linkages Purchase of Service (POS) Report (CMF9) can be recorded in the GetCare System. This system also allows for reports to be generated and printed as needed. Therefore, it is not required to duplicate this information using CMF6 and CMF9 forms, unless specifically requested by Los Angeles County. Linkages Providers are however required to complete the Linkages Service Arrangement Report (CMF8), as specific services from the Linkages Program Service Category Designations and Descriptions List cannot currently be captured in GetCare.

Q23: Is there information available regarding what percentage of clients utilized purchased services in a given year through the Linkages Program?

<b>Linkages FY 2021-2022</b>	<b>SD 1</b>	<b>SD2</b>	<b>SD 3</b>	<b>SD 4</b>	<b>SD 5</b>	<b>Total</b>
Case Management Clients	96	184	217	63	225	785
POS Clients	48	34	54	35	36	207
Percentage of POS Clients from the total	50%	18%	25%	56%	16%	26%

Source: PowerBI (12/08/22)



Q24: Is there data/statistics/information available regarding client enrollment numbers and total service units through the Linkages Program in a given year?

FY 2021-2022 Linkages Client Enrollment						
Service Category	SD 1	SD2	SD 3	SD 4	SD 5	Total
Intake/Screening	43	125	105	10	141	424
Assessment	217	88	156	92	160	713
Care Planning	358	61	139	71	179	808
Coordination of Informal Support Services	227	45	81	2	51	406
Coordination of Arranged Services	127	893	956	948	395	3,319
Coordination of Purchase of Service (POS)	128	15	105	164	78	490
Monitoring/Follow-Up	753	1,182	1,140	664	1,092	4,831
Reassessment	248	34	130	128	27	567
Client Termination	55	25	119	23	163	385
<b>TOTAL</b>	<b>2,156</b>	<b>2,468</b>	<b>2,931</b>	<b>2,102</b>	<b>2,286</b>	<b>11,943</b>
Purchase of Service (POS)	8,285	15,515	21,686	11,272	17,942	74,700
Case Management Clients	96	184	217	63	225	785

Source: PowerBI (12/08/22)

Q25: Can you please explain the method for setting rates for this RFP? The unit rates for Linkages have not changed, while costs have increased dramatically. Other care management programs have been adjusted upward recently but Linkages has not in over 10 years. The rates are demonstrably too low to provide the services requested, including the ability to recruit, pay and retain qualified staff to provide those services. Will the County increase the maximum unit rates and issue an amendment to the RFP to make it more feasible for qualified proposers to apply and successfully manage the contract?

The unit rates for Linkages Program have been increased by 4% for all services, except for Purchase of Service (POS), which is increased by 3.1%. The following methodology and factors were used to determine the unit rate adjustments:

- **Consumer Price Index (CPI):** Based on the most recently published percentage change in the Bureau of Labor Statistics, Los Angeles-Long Beach-Anaheim Consumer Price Index for Urban Consumers (CPI-U) for the 12-month period for all items, the CPI annual average increase over the last 5 years (2018 – 2022) was 4.03%. ([https://www.bls.gov/regions/west/news-release/ConsumerPriceIndex\\_LosAngeles.htm#table1](https://www.bls.gov/regions/west/news-release/ConsumerPriceIndex_LosAngeles.htm#table1))



- Consistency of rates among similar Care Management Programs:** Case Management services within the Family Caregiver Support Program (FCSP) are very similar to all Linkages services, except for Intake/Screening and Purchase of Services (POS). Increasing the current Linkages unit rate for these services by 4% will result in an adjusted unit rate that is closely aligned with the FCSP Case Management unit rate, which is currently at \$51.00. POS under the Supplemental Service Detail in FCSP is very similar to POS of the Linkages Program. As such, increasing the Linkages POS rate by 3.1% will result in an adjusted unit rate that is the same as the FCSP unit rate for POS, which is currently at a maximum of \$825, per Client, per Fiscal Year.

Service Detail	Unit of Measurement	Unit Rate Adjustment		
		Current Unit Rate	New Unit Rate	Change
Intake/Screening	Hour	\$28.00	\$29.12	4.0%
Assessment	Hour	\$49.00	\$50.96	4.0%
Care Planning	Hour	\$49.00	\$50.96	4.0%
Coordination of Informal Support Services	Hour	\$49.00	\$50.96	4.0%
Coordination of Arranged Services	Hour	\$49.00	\$50.96	4.0%
Coordination of Purchase of Services	Hour	\$49.00	\$50.96	4.0%
Purchase of Services (POS)	One (1) Occurrence	\$800.00 Maximum per client/per FY	\$825.00 Maximum per client/per FY	3.1%
Monitoring/Follow-Up	Hour	\$49.00	\$50.96	4.0%
Reassessment	Hour	\$49.00	\$50.96	4.0%
Client Termination	Hour	\$49.00	\$50.96	4.0%