

**DEPARTMENT OF HEALTH & SOCIAL SERVICES**

Public Health Services Division



**SOLANO  
COUNTY**

**SOLANO  
PUBLIC  
HEALTH**



**Solano County Health & Social Services, Public Health**

**Request for Proposals #2018-12:  
Whole Person Care Pilot Program  
Issued: March 20, 2018**

**Responses due: April 26, 2018, 5:00 PM PST**

**Mandatory Proposers' Conference**

A Mandatory Proposers' Conference will be held:

**Friday, March 30, 2018**

**10:00 AM – 11:30 AM PST**

**275 Beck Ave, Conference Room 1 (First Floor), Fairfield CA 94533**

CONTENTS		SUBMIT PROPOSALS TO:
Section 1	Scope of Services	Whole Person Care c/o First 5 Solano RFP# 2018-12 601 Texas Street, Suite 210 Fairfield, CA 94533
Section 2	Request for Proposals Process	
Section 3	Instructions to Proposers	
Section 4	Evaluation, Selection, and Award Process	<b>RFP COORDINATOR:</b>
Section 5	Contract Information	Megan Richards, Deputy Director <a href="mailto:MERichards@solanocounty.com">MERichards@solanocounty.com</a>
Section 6	Terms and Conditions	Written questions regarding this RFP may be submitted to the RFP Coordinator no later than Wednesday, March 28, 2018, 5pm. Questions may also be asked at the Mandatory Proposers' Conference.
Attachment A: Proposal Form		
Attachment B: Acceptable Aid Codes for Target Population		
Attachment C: Solano Whole Person Care Metrics		
Attachment D: Solano County Standard Agreement		

## 1 SCOPE OF SERVICES

### 1.1 Overview

Solano County Public Health Division is seeking one or more highly-qualified agencies to assist with the implementation of Solano County's Whole Person Care (WPC) Pilot Program. WPC focuses on changing a fragmented and expensive healthcare system to a more comprehensive healthcare delivery model looking at the whole person from an integrated care management approach.

The overarching purpose of the WPC Pilot program is the coordination of primary care, behavioral health, social services, and housing for high cost users of multiple health care systems in a patient-centered manner. High-level goals included improved beneficiary health and wellbeing, and more efficient and effective use of resources.

Solano County has allocated up to \$2.8 million over the next three years for the WPC Pilot program.

### 1.2 Background

In 2016, Solano County Health & Social Services (H&SS) applied for and received funding from the California Department of Health Care Services (DHCS) in the amount of \$466,701 annually until 2021 to participate in the Whole Person Care Pilot Program. This federal financial participation will be matched by Solano County for a projected total annual project budget of \$981,000.

The pilot funds for WPC are specifically designed for the following purposes:

1. Build infrastructure to integrate services among local entities that serve the target population
2. Provide services not otherwise covered or directly reimbursed by Medi-Cal to improve care for the target population, such as housing
3. Implement strategies to improve integration, reduce unnecessary utilization of higher-level healthcare services, and improve health outcomes.

The WPC pilot will build upon existing programs and services by implementing a unified coordinated entry system for clients to access a multi-agency, multi-functional team of service providers. Clients will receive: high-intensity outreach and engagement services; linkage to social supports including housing; linkage and coordination of needed health care services, including primary care, mental health, and substance abuse services; and on-going intensive care coordination to ensure services are being accessed and outcomes are being achieved.

Solano County's WPC pilot is built on the following values which must underlie the program's design and be central to all the services delivered:

- *Person-Focused Care*: A person-focused care approach aims to integrate services across the continuum of care, while increasing client involvement in their own care. The priority is aligning systems to reach and serve the client, rather than requiring the client to overcome systemic, structural, and/or cultural barriers.
- *Equity*: An equity approach ensures all can participate, prosper, and reach their full potential, and ensures people that have been historically marginalized are included and part of the solution that benefits all.
- *Housing First*: Nationwide, communities have seen a significant reduction in homelessness and improved health outcomes through the implementation of housing first policies that provides permanent housing as an initial service and regardless of health, mental health, or substance use status.

- *Social Determinants of Health:* Health outcomes are driven by a wide-variety of factors, many of which have not been historically addressed within the healthcare system. Identification and reduction or elimination of non-clinical barriers that may be interfering with clients' ability to lead healthy, productive lives is central to WPC.

A broad range of community providers will work to eliminate the fractured approach that can occur with multiple providers working independently, often toward the same goals, with the same client. Community partners participating in WPC, include:

- Partnership HealthPlan of California (PHC)—PHC is the Medi-Cal managed care plan that operates in Solano County and plays a critical role in assisting in identification of potential WPC clients based on high-cost healthcare usage
- H&SS Medical Services, Family Health Services (FHS)—Clients who have Medi-Cal and are assigned to FHS as their primary care provider will be connected to a Public Health Nurse within FHS to case manage their medical conditions and ensure they are receiving appropriate services.
- H&SS Behavioral Health Services—Clients who are in need of mental health and/or substance abuse services will be connected to a case manager in Behavioral Health Services to case manage their behavioral health condition(s) and ensure they are receiving appropriate services.
- Local health providers and hospitals—Services will be coordinated other local health providers and hospitals, including La Clinica, Sutter Medical Center, Ole Health, Northbay Medical Center, Community Medical Centers, and Kaiser as needed for clients who access medical care through those health providers.
- Additional community providers will participate as collaborative members and will be invited to care planning meetings as part of a comprehensive treatment team with a holistic care approach, as needed.

While Solano is a medium-sized county that is part of the San Francisco Bay Area, there are many farming communities, suburban communities, and urban areas that distinguish Solano County and add challenges and barriers of diverse geography and community composition. Community partners and barriers to care within each geographic community may be distinct.

### 1.3 Target Population

The target population of Solano's WPC must meet all of the following criteria:

- Geographically reside in Solano County
- Have full-scope Medi-Cal (see Attachment B for qualifying full-scope Medi-Cal aid codes)
- Have repeated incidents of avoidable emergency department use
- Have two or more chronic and serious health conditions, at least one of which is a mental health and/or substance use disorder
- Have annually healthcare service patterns that shows costs averaging from \$150,000-\$210,000

PHC will share a list of the "Top 200" high inpatient/emergency utilizers who will likely qualify for WPC. It will be the selected Contractor's responsibility to outreach to the individuals on this list, verify their eligibility, and enroll them appropriately. Individuals not on the list shared by PHC who meet the criteria above may be enrolled based on availability.

The expectation is for staffing levels to accommodate 100 ambient clients at a time. A minimum of 200 individuals should be served over the three-year period of the Pilot program. Selected contractor will be expected to continue services for clients who are currently enrolled in WPC.

## 1.4 Description of Services

Selected contractor will be the lead in coordinating all aspects of the WPC Pilot Program, including direct client services, such as outreach, client enrollment, navigation to services, and discharge from care, and be the lead in coordination of community partners, such as developing business agreements with local health care partners and coordinating organizing meetings.

Specific components of **direct client services** include:

**Outreach/Engagement:** Intensive outreach, including mobile outreach workers, will outreach to and identify potential WPC enrollees. Outreach workers who are trusted within the community will locate, identify, and build relationship with target population and engage them to enroll in the WPC program. Outreach workers will provide information about the WPC program to potential enrollees, including information about the services provided and the benefits of the program. Outreach workers will confirm individuals' interest in participation, verify eligibility status, identify if the individual is enrolled in other programs, and connect the individual to enrollment services. In addition to identifying potential clients, outreach staff will assist enrolled clients by facilitating appointment attendance and other care support that furthers the client treatment plan, as well as locating enrolled clients who have disengaged with services.

**Enrollment:** Individuals who meet the criteria for WPC will be enrolled by intake staff. Enrollment will consist of initial identification of client medical and psycho-social needs. Along with demographic information and client identified needs, evidence-based and/or best-practice screening tools will be used during the enrollment process, including tools for depression/anxiety, social determinants of health, alcohol and other drugs, and housing.

**Care Planning and Linkages:** From the initial screenings and information, as well as client input, the complex care coordinator will develop a personalized holistic care plan for each client (no later than 30 days from client enrollment). The plan will identify the client needs along with each of the principal agencies whose involvement will be required. The initial plan may also include comprehensive team-oriented behavioral and medical assessments by appropriate professionals, substance abuse/mental health assessments by the complex care coordinator, and/or additional assessments to determine contributing factors, including client strengths and barriers. The complex care coordinator will link client to the appropriate services identified in the initial plan and assessments, including specialty case managers within primary care, mental health, substance abuse, and housing services, as well as other services as appropriate.

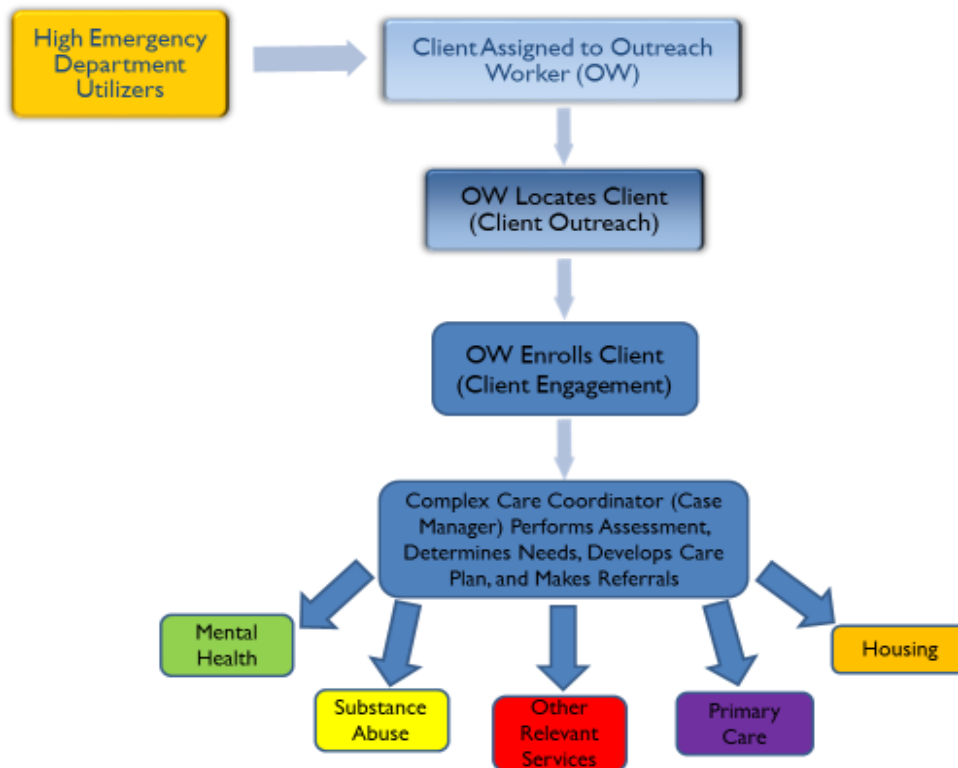
**Care Coordination:** Care coordination is at the heart of WPC. Complex care coordinators will track all services clients are needing and receiving. A minimum of weekly care team meetings will be held with all partners of a client's care team providing a systematic review of all participants each week, with time being apportioned differently depending on the level of activity, concern or other case-related issues. Care coordinators will work collaboratively with the care team to ensure that relapse, lapses in self-care, and other significant disengagement are addressed immediately. Care plans will be updated on an on-going basis through care coordination meetings and engagement with clients.

**Specialty Case Management:** Clients with an identified need will be connected to specialty case managers, such as Public Health Nurses in H&SS FHS and identified staff within H&SS Behavioral Health. Those who need stable housing will be provided housing case management by the selected contractor and connected to housing services until stable housing is achieved.

**Conclusion of Services:** Clients who have achieved stability in a variety of factors, including health conditions, behavioral conditions, and housing will be linked to appropriate community resources for

continued support and exited from WPC. Selected Contractor shall develop criteria for discharge which shall be approved by County.

The following diagrams the flow of a client through the system of care described above:



The project infrastructure should include, but is not limited to, a Project Manager, Outreach Workers, Complex Care Coordinators, and a Housing Specialist.

In addition to direct services, the selected contractor will be responsible for the following:

1. Coordinate all aspects of weekly (or more frequent) care coordination meetings, including inviting partners, meeting logistics, and setting agendas.
2. Participate in the development and implementation of housing solutions to support the improved care and outcomes of participants.
3. Accurate and timely data entry and tracking utilizing Efforts to Outcomes data system customized for WPC. Client data will be entered into the system within two (2) business days to ensure all members of the care team are able to access up to date information on client status.
4. Lead Continuous Quality Improvement (CQI) efforts using the Plan, Do, Study, Act (PDSA) model.
5. Lead in creating partnerships and coordinating of community partners. This includes:
  - a. Conducting and leading planning and coordination meetings, which includes at a minimum a Steering Committee and an Operations Committee.
  - b. Develop relationships and establish procedures for linkages with local healthcare providers and other community partners to serve clients in a client

- c. Developing business agreements with local healthcare providers and other community partners to share client information to increase coordination of care.
6. Participate in evaluation of the program following the Evaluation Plan developed by H&SS.
7. Report data as requested by H&SS including:
  - a. Monthly reports of clients served, including outreach, clients enrolled, clients discharged.
  - b. Quarterly performance reports providing narrative information on achievements and challenges.
  - c. Any additional data and information as requested by DHCS to meet the terms of the agreement with DHCS.
8. Participate in relevant meeting hosted by H&SS, such as meetings related to data reporting, the data management system, and quality improvement.

### **1.5 Outcomes**

Selected contractor will be required to demonstrate both client-level and community coordination/integration outcomes. Outcomes will be guided by the Solano Whole Person Care Metrics identified in Attachment C. Proposers should identify and propose targets for each of the Metrics. In addition, Proposers may propose additional outcomes.

### **1.6 H&SS Responsibilities**

While this RFP seeks Proposers to deliver client services and lead coordination of services for WPC, Solano County H&SS will maintain a high-degree of involvement in the pilot, including:

1. Assisting with coordination of and expediting needed county services, such as Behavioral Health Services and Medical Services.
2. Providing specialty case managers within FHS and Behavioral Health Services
3. Assisting with coordination of community partners, such as between PHC and selected contractor
4. Providing the Efforts to Outcomes data system and IT support for the system
5. Developing and tracking the evaluation plan
6. Completing all state reporting requirements
7. Providing training on CQI PDSA cycles and leading the initial cycle

### **1.7 Funding Availability**

Funding is available through this RFP in the amount of \$981,000 annually for a three-year period (July 1, 2018-June 30, 2021) for the implementation and pilot of a Whole Person Care program in Solano County as described in the RFP. Should the Proposer have additional services which would add to and/or enhance the success of the program and outcomes for clients, the Proposer may propose those additional services at an additional cost in the Proposal Scope of Work and Budget.

No monies from this program may be used to supplant state, county or local general fund monies available to the selected contractor for any purpose. Activities funded under this RFP must be new or enhancements to existing activities currently funded. Funds are not allocated for capital improvements.

As this is a Pilot Project which is currently limited term based on the agreement with DHCS, the selected applicant will be expected to actively seek ways to sustain the efforts of WPC beyond this initial funding and support period.

## 2.1 Eligible Proposers

“Proposer” is any entity that submits a Proposal in response to this RFP. Non-profit organizations, for-profit organizations, and government entities are eligible to submit a proposal.

## 2.2 Types of Proposals

Accepted types of Proposals include:

1. **Single Agency:** A single agency may propose to conduct all activities as outlined in this RFP.
2. **Lead Agency with subcontractors:** A Proposer may include up to two (2) subcontractors who may provide services under the lead Proposer; subcontractors may not account for more than 50% of the total budget. Note: The Lead Agency is responsible for the work of any subcontractor.
3. **Joint Proposal:** Up to two agencies may submit a Joint Proposal in which the County would contract directly with each agency.

County reserves the right to approve/disallow specific subcontractors, contract directly with proposed subcontractors, and/or contract with only one agency in a Joint Proposal.

## 2.3 Mandatory Proposers' Conference

**Potential Proposers must attend a Mandatory Proposers' Conference on Friday, March 30, 2018 from 10:00am to 11:30am at 275 Beck Ave, Conference Room 1 (1<sup>st</sup> floor).** The purpose of the conference is to provide an opportunity for potential Proposers to ask specific questions about the project and to request RFP clarification. Potential Proposers may submit questions in writing before or during the conference (see 2.4 below). The County will entertain verbal questions asked at the conference, but responses may be deferred and provided at a later date. Subcontractors may not represent a potential Proposer at the conference. Both agencies in a joint proposal must attend the Proposers' Conference. The County will not accept any proposal from Proposers that do not attend the conference.

## 2.4 RFP Inquiries and Requests for Information

Inquiries regarding the RFP may be made by email prior to the Mandatory Proposers' Conference, or may also be made at the Mandatory Proposers' Conference. Inquiries made outside of the Mandatory Proposers' Conference must be made by email to the RFP Coordinator at [MERichards@solanocounty.com](mailto:MERichards@solanocounty.com) with the Subject line: **RFP #2018-12**.

**All emailed inquiries must be received by Wednesday, March 28, 2018, 5:00pm PST.** Emailed inquiries will be addressed along with all other inquiries at the Mandatory Proposers Conference on March 30, 2018. The County will provide written responses by April 4, 2018 to these inquiries to each individual/agency in attendance at the Mandatory Proposers' Conference via email and on the Solano website Public Health website: <http://www.co.solano.ca.us/depts/ph/default.asp>

## 2.4 Schedule of RFP Events

The following Schedule of Events reflects important dates for the selection process; however, the County reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events will be posted on the Solano Public Health website. Proposers are responsible to view the website continually for any revisions at: <http://www.co.solano.ca.us/depts/ph/default.asp>



EVENT		DATE
1	County Issues RFP Packet	March 20, 2018
2	Deadline for Submitting Written Questions to RFP Coordinator at <a href="mailto:merichards@solanocounty.com">merichards@solanocounty.com</a>	March 28, 2018, 5:00PM PST
3	<b>Mandatory Proposer Conference</b> 275 Beck Ave, Conference Room 1 Fairfield CA 94533	March 30, 2018 10:00AM-11:30AM
4	Written Responses to RFP inquiries issued	April 4, 2018
5	<b>Deadline for Submitting a Proposal to:</b> Whole Person Care c/o First 5 Solano RFP#2018-12 601 Texas St, Ste 210 Fairfield, CA 94533	<b>April 26, 2018, 5:00PM PST</b>
6	Interviews with Top Proposers (optional)	May 7-May 11
7	Intent to Award Issued	May 14, 2018
8	Contract Development & Negotiations Period	May 14, 2018- May 30, 2018
9	Completed Contract Signed by Contractor	June 4, 2018
10	Contract Approved by the Board of Supervisors (as appropriate)	June 26, 2018
11	<b>Services Begin</b>	July 1, 2018

## 2.5 Proposal Submittal and Withdrawal

Proposer must fully complete the Proposal in the format required by the County and respond to every question.

One (1) “wet-signed” (in blue ink) Proposal Packet, plus five (5) additional copies must be submitted to the County in a sealed package and be clearly marked as: **“RFP #2018-12”**

Proposals shall be hand-delivered or mailed (hard copies only – no email or faxed Proposals will be accepted) by **5:00 PM PST on April 26, 2018** to:

**Whole Person Care  
c/o First 5 Solano  
RFP #2018-12  
601 Texas Street, Suite 210  
Fairfield, CA 94533**

NOTE: Postmarking by the due date shall not substitute for actual receipt by the County. **Proposals must be actually received no later than the Proposal Deadline time of 5:00 PM April 26, 2018 as detailed in Section 2.4 Schedule of Events in order to be considered.** The County assumes no responsibility for delays caused by any delivery service.

The County will not pay any costs associated with the preparation, submittal, or presentation of any Proposal. To withdraw a Proposal, the Proposer must submit a written request, signed by an authorized representative, to First 5 Solano. After withdrawing a previously submitted Proposal, the Proposer may



submit another Proposal at any time up to the deadline for submitting Proposals. Proposals submitted after the deadline will not be considered.

## **2.6 Interviews**

Proposers may need to attend an interview. The project manager and any key team members should attend the interview. The determination as to the need for interviews, the location, order and schedule of the interviews is at the sole discretion of the County. The evaluation interview panel may include representatives from the County and any other agencies, but the specific composition of the panel will not be revealed prior to the interviews. The proposer must bear all costs incurred to attend.

## **3 INSTRUCTIONS TO PROPOSERS**

### **3.1 Mandatory Proposal Form**

The County has provided a Proposal Form (Attachment A) in an electronic format on Solano Public Health's website: <http://www.co.solano.ca.us/depts/ph/default.asp>.

Proposers must fully complete and sign the Proposal Form, responding to every question, and attach all necessary requested documents. Proposers must fill in desired check boxes and adhere to page limits where indicated.

Failure to follow the specified Proposal Form and format may, at the County's sole discretion, result in the rejection of the Proposal.

### **3.2 Proposal Format**

Notwithstanding the hard-copy format imposed by the Proposal Form in Attachment A, all Proposers must follow additional formats set forth herein:

- Standard, white 8 1/2" x 11" paper, with 1-inch margins
- Arial font size 11
- All Proposal pages (including attachments) sequentially numbered
- All responses, as well as any reference material presented, written in English, adhering to character limits where applicable
- All monetary amounts detailed in United States currency and rounded to the nearest whole dollar

### **3.3 Signatures**

All signatures must be handwritten, legible and written in BLUE ink. Signature stamps are prohibited.

### **3.4 Proposal Submittal**

One (1) "wet-signed" (in blue ink) original of the Proposal, plus five (5) additional complete copies must be submitted to the County in accordance with Section 2.5.

## **4 EVALUATION, SELECTION AND AWARD PROCESS**

### **4.1 Compliance**

The County will review all Proposals to determine compliance with basic Proposal requirements as specified in this Proposal. Incomplete Proposals may disqualify the Proposer from further consideration in this process.

#### 4.2 Evaluation Process

The evaluation process is designed to recommend award(s) of funding to the Proposer(s) that can best provide activities as set forth in this RFP. Proposals will be evaluated as set forth below.

As Evaluation Committee (EC) will evaluate all Proposals. The EC will be composed of Public Health staff and other parties that have relevant expertise or experience. The EC will score and recommend proposals in accordance with the evaluation criteria set forth in this RFP. Evaluation of the proposals shall be within the sole judgment and discretion of the EC.

A maximum number of points will be assigned to each Proposal Element (Program Description, Qualifications and Experience, Budget, and Equity) in the Proposal Packet as follows:

Proposal Elements	Maximum Score
General Qualifications and Experience	25 Points
Scope of Work/Program Description	45 Points
Budget	20 Points
Underlying Principles	10 Points
<b>Total Maximum</b>	<b>100 Points</b>

#### 4.3 Proposal Review Criteria

Item	Possible Points	Points Total
<b>General Qualifications and Experience</b>		<b>25</b>
Proposer clearly articulates the capacity of their organization to provide the services as outlined in the RFP, including having qualified key personnel and appropriate positive references.	<b>15</b>	
Proposer has experience developing and sustaining community partnerships and demonstrates this through references.	<b>10</b>	
<b>Scope of Work</b>		<b>45</b>
Proposer provides a clear description of services which include all the required components. Appropriate tools are identified for screening and assessment; appropriate strategies are identified to engage clients and provide holistic services; staff have appropriate qualifications to carry out the work.	<b>15</b>	
Proposer clearly articulates strategies to engage with community providers in planning and coordination of care.	<b>10</b>	
Proposer identifies how they will evaluate effectiveness of program/services.	<b>10</b>	
Proposer has a clear logic model which links activities to expected outcomes.	<b>10</b>	
<b>Budget</b>		<b>20</b>

Requested resources are appropriate to carry out the project	10	
Resources needed to carry out the project are adequately described and clearly connected to the activities in the program description.	10	
<b>Underlying principles</b>		10
The proposer demonstrates an understanding the underlying principles of <i>Person-Focused Care, Equity, Housing First, and Social Determinants of Health</i> .	10	
<b>Total Possible Points for Proposal</b>		<b>100</b>

The EC may recommend funding for the top ranked Proposal or may recommend the top two ranked Proposals be forwarded to an interview. Interviews will be worth up to 100 points, which will be added to the score of the EC for the initial proposal for a total score out of 200 points. The top ranking proposer from the total of the two scores will be recommended for funding.

Final selection is at the sole discretion of the County or its designee, which reserves the right to reject any or all Proposals, or to make no selection based on this RFP.

#### 4.4 Best Value

Solano County Public Health will select the proposal(s) that presents the best value and is most advantageous to the County and the public. Accordingly, County may not necessarily award the proposer with the lowest price proposal if doing so would not be in the overall best interest of Public Health. Solano County reserves the right to expand or reduce the proposed scope of work during the contracting process based on budget constraints and to award to a single or multiple proposers.

## 5 CONTRACT INFORMATION

### 5.1 Contract Qualifications

Complete a statement of acknowledgment (Attachment A-Proposal form, page 1) that the Proposer has reviewed the Proposed Solano County Standard Contract (Attachment B) and has accepted it with or without qualification. If the Proposer makes qualifications, those qualifications must be identified and listed along with suggested modifications to the contract. (Note: Contract Exhibits A and B - the scope of work and budget - will be finalized during the contracting process.) If the Proposer makes no qualifications to the Standard Contract, including its exhibits, then it shall be deemed that the Proposer accepts these items without reservation or any qualifications.

### 5.2 Contract Term/Duration

A contract that results from this RFP may be awarded for three (3) years (approximately July 1, 2018-June 30, 2021).

**Note:** The timeframe above is estimated. The award of funds does not authorize work to begin. Contracts must be fully executed before services can begin. In addition, services cannot begin prior to the contracted start date.

### 5.3 Funding and Payment Structure

As described in Section 1.7, funding is available through this RFP in the amount of \$981,000 per fiscal year for a three-year period (July 1, 2018-June 30, 2021) for the implementation and pilot of a Whole Person Care program in Solano County.

The contract to be negotiated will be a cost reimbursable contract. Funding will be negotiated and allocated based on the proposal submitted, and reimbursement for the program/services will be based on actual costs incurred. All costs such as personnel, subcontractors, operating expenses and indirect costs must be reflected in the proposed budget.

#### **5.4 Budget Definitions**

A. Personnel Costs must include positions, salary, and "FTE" (actual percentage of time devoted to the project) for each position. Salary and fringe benefits must be pro-rated for non-full-time employees, if agency provides fringe benefits to part time employees. Salaries are fixed compensation for services performed by staff that are directly employed by the Proposer and are paid for on a regular basis. Employee benefits and employer payroll taxes include employer's contributions or expenses for social security, employee's life and health insurance plans, unemployment insurance, pension plans, and other similar expenses. These expenses are allowable when they are included in the contract and are in accordance with the agency's approved written policies.

B. Salaries and Benefits of personnel involved in more than one program must be charged to each program based on the actual percentage of time spent on each program. The annualized actual percentage charged for a particular position (e.g., Project Director) cannot exceed the annual percentage approved in the award. Similarly, the dollar amount charged for a particular position also must not exceed the dollar amount in the approved award. Functional timesheets or an allocation plan must be maintained which support the time charged.

C. Operating Expenses are defined as necessary expenditures exclusive of personnel salaries, benefits and equipment. Such expenses include specific items directly charged to the project. The expenses must be program-related (i.e., to further the program objectives) and be incurred during the grant period. County reserves the right to make the final determination if an operating expense is allowable and necessary.

D. Indirect costs are shared costs that cannot be directly assigned to a particular activity, but are necessary to the operation of the Agency and the performance of the program. The costs of operating and maintaining facilities, accounting services and administrative salaries are examples of indirect costs. For this program, indirect costs cannot exceed 15% of the total of Salaries and Benefits, and Operating Expenses.

#### **5.5 Contract Award Process**

- A. After the evaluation of proposals and final consideration of all pertinent information available, Solano County Public Health will either reject all proposals or issue a written notice of intent to award. The notice shall not create rights, interests, or claims of entitlement in the apparent best evaluated proposers.
- B. This RFP, its attachments, submitted questions and their answerers, and the proposals from the best evaluated proposers shall be incorporated into the final contract.
- C. The apparent best evaluated proposers should be prepared to enter into a contract with Solano County which shall be substantially the same as the Standard Contract included in Attachment B to this RFP. Notwithstanding, Solano County reserves the right to add terms and conditions, deemed to be in the best interest of the County, during final contract negotiations.
- D. Contracts must be fully executed before services can begin. Services cannot begin prior to the contracted start date.

- E. If a proposer fails to sign and return the contract drawn pursuant to this RFP and final contract negotiations within 14 days of its delivery to the proposer, Solano County may cancel the award and award the contract to the next best evaluated proposer.

## **6 TERMS AND CONDITIONS**

### **6.1 Protests and Appeals**

Any actual proposer who believes that the process was not conducted per the instructions provided in this RFP and wishes to protest the notice of intent to award may submit a protest in writing to the Director of General Services within 7 calendar days after such proposer knows or should have known of the facts giving rise to the protest, but in no event later than 7 calendar days after the date of the notice of intent to award. All letters of protest shall clearly identify the reasons and basis for the protest. The protest must also state the law, rule, regulation, or policy upon which the protest is based. The Director of General Services will issue a written decision within 10 working days after receipt of the protest which shall include the reason for the action taken and the process for appealing the decision.

### **6.2 County Purchasing Policy**

The County's Purchasing & Contracting Policy Manual, found at <http://www.solanocounty.com/civicax/filebank/blobdload.aspx?blobid=21595> is fully incorporated into and made a part of this RFP by this reference and governs this RFP.

### **6.3 RFP Amendment, Cancellation and Right of Rejection.**

- A. Solano County reserves the unilateral right to amend this RFP in writing at any time by posting the amendment on the Solano County Public Health. Proposers are responsible to view the website periodically for any amendments to the RFP. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.
- B. Solano County also reserves the right, in its sole discretion, to reject any and all Proposals or to cancel or reissue the RFP.
- C. Solano County reserves the right, in its sole discretion, to waive variances in Proposals provided such action is in the best interest of County. Where Solano County waives minor variances in Proposals, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor variance, Solano County may hold any Proposal to strict compliance with the RFP.

### **6.4 Confidentiality**

Solano County will retain a master copy of each response to this RFP, which responses will become a public record after the award of a contract unless the qualifications or specific parts of the qualifications can be shown to be exempt by law under Government Code section 6250 et seq. Proposers may clearly label part of a submittal as "CONFIDENTIAL" if the Proposer agrees to indemnify and defend the County for honoring such a designation. The failure to have so labeled any information shall constitute a complete waiver of all claims for damages caused by any release of the information. If a public records request for labeled information is received by the County, the County will notify the proposer of the request and delay access to the material until 7 working days after notification to the proposer. Within that time delay, it will be the proposer's duty to act in protection of its labeled information. Failure to so act shall constitute a complete waiver.

### **6.5 Reservation of Rights**

- A. Solano County reserves the right to reject any and all bids, or to cancel this RFP in part or in its entirety.
- B. Solano County reserves the right to waive any variances in proposals provided such action is in the best interest of Solano County.
- C. Solano County reserves the right to amend this RFP at any time. Solano County also reserves the right to cancel or reissue the RFP at its sole discretion.
- D. Any bid received which does not meet the requirements of this RFP, may be considered to be non-responsive, and may be rejected. Solano County may reject any bid that does not comply with all of the terms, conditions, and performance requirements of this RFP.
- E. Solano County reserves the right to cancel any award and re-solicit bids for services herein specified due to the increased or added costs, if in its opinion increased prices are greater than those of the general market.
- F. Solano County reserves the right to cancel any award and re-solicit bids in the event services cannot commence with ten (10) days after the specified date for start of work.
- G. Solano County reserves the right to reject any and all proposals considered not to be in the best interest of Solano County.
- H. Solano County reserves the right to waive any and all minor irregularities in bids.
- I. Solano County reserves the right to reduce or increase any specification, in whole or in part due to budget constraints.

END OF REQUEST FOR PROPOSALS