



COUNTY OF VENTURA

HUMAN SERVICES AGENCY
Presents a
Request for Proposals
for

HOTLINE SERVICES
(RFP #1718.03)

RELEASE DATE: November 9, 2017

DUE DATE: **January 2, 2018, 5:00 p.m.**

BIDDERS CONFERENCE*: November 30, 2017, 1:30 – 3:00 p.m.
Human Services Agency, Pepper Tree Room
855 Partridge Drive
Ventura, CA 93003
*RSVP requested

TABLE OF CONTENTS

SECTION I: PROGRAM INFORMATION

Section	Item	Page
A	Introduction/Background	1
B	Program Overview	1
C	Revenue Source	2
D	Period of Service	2
E	Scope of Work	2
F	Staff Qualifications	4
G	Child Abuse/Neglect Hotline Procedures	6
H	Dependent Adult and Elder Abuse Hotline Service	7
I	Performance Outcomes	8
J	Bidders Conference/Technical Assistance	8
K	Award Process Timetable	8

SECTION II: RFP GUIDELINES

Section	Item	Page
A	Responsive Bidder	9
B	Acceptance of Proposal Content	9
C	Rejection of Proposals	9
D	Evaluation and Selection Process	9
E	Protest Rights	10
F	Award and Commencement of Work	10
G	Limitations	11
H	Method of Payment	11
I	Prohibition of Collusion	11
J	Proposals Property of County	11
K	Addenda and Supplement to RFP	11
L	Additional Requirements	11

SECTION III: SUBMISSION PACKAGE

Item	Page
Application Instructions	14
Attachment 1 – Executive Summary	15
Attachment 2 – Narrative Section	16
Attachment 3 – Program Budget	17
Attachment 4- Financial Audit	17
Attachment 5- Other Attachments	17

SECTION I – PROGRAM INFORMATION

The County of Ventura Human Services Agency (HSA) is requesting proposals from qualified organizations for the provision of Child and Elder Abuse Hotline services as described in this RFP. Respondents to this RFP will compete for funds by complying with the requirements contained herein. HSA intends to award only one contract for Hotline Services under this RFP.

A. INTRODUCTION/BACKGROUND

The selected Contractor will be required to operate and manage child and elder abuse hotline services in Ventura County, which shall consist of providing sufficient and skilled staff to receive telephone calls, develop progress reports, and provide information and referral services in response to reports of abuse, neglect or exploitation of children and older adults. Services will be provided by the Contractor during the following periods:

- Evenings (Monday – Thursday 4 p.m. – 8 a.m.)
- Weekends (4 p.m. on Friday – 8:00 a.m. on Monday)
- All County holidays
- Weekdays (11 a.m. – 6 p.m. Monday – Friday), and by special request

County staff will also provide coverage for Hotline services during normal working hours, Monday – Friday, 7:30 a.m. – 6:00 p.m.

Services will be provided in accordance with all applicable federal, State and County rules, regulations, and policies. Services will be in compliance with the California Welfare and Institutions Code Section 300; County Risk Assessment protocols, with exceptional customer service and situation handling; adhering to client confidentiality laws and boundary issues; mandated reporter laws; as well as proper use of the State's computerized Child Welfare Services/Case Management System (CWS/CMS) database and reporting system for timely and accurate entry of child abuse data and customer service protocols. The reporting of child and elder abuse is a mandated requirement and thus accuracy and timeliness of reporting is critical to meet regulatory guidelines and procedures and to provide necessary follow-up by HSA Children & Family Services (CFS) and Adult & Family Services (AFS)/Adult Protective Services (APS) department staff as appropriate.

B. PROGRAM OVERVIEW

The County of Ventura Human Services Agency (HSA) is seeking a single contractor to deliver cost-effective child, dependent adult and elder abuse hotline services that meet applicable federal, State, and County requirements. Services will be provided at a County facility using County equipment, forms and procedures.

Sufficient and skilled staffing is needed to receive and process the volume of telephone calls from the community, including but not limited to private citizens, law enforcement personnel, and all mandated reporters in response to reports of abuse, neglect or exploitation. Approximately 22,947 telephone calls per year may be received, based on Hotline Statistics for calendar year 2016. Information and referral services will be provided to callers as needed. Telephone calls will be screened according to protocols established by HSA for investigation of abuse and emergency response prioritization.

For child abuse reports, timely (within two hours of the initial reporter phone call) input of data into CWS/CMS will be required. CWS/CMS is a statewide-computerized system that tracks all reported referrals of child abuse. A manual log of reports and calls for child abuse cases will be maintained. Monthly hotline reports will be prepared by the Contractor and provided to County.

Close coordination with HSA Children and Family Services (CFS) staff is imperative to ensure that mandated requirements for processing and addressing reports of abuse are achieved on a timely basis. Hotline staff will be co-located with CFS staff at the County's Human Services Agency office located at 4651 Telephone Road, second floor, Ventura, CA and use County provided computer equipment and software (unless otherwise specified by County) to ensure maximum collaboration and coordination of services.

For elder/dependent adult abuse reports, appropriate forms will be completed and faxed to the Adult Protective Services (APS) Office and telephone calls requesting information will be transferred to the APS officer of the day. For reports taken after hours, appropriate forms will be completed and faxed to the appropriate APS Office as soon as intake is completed. A manual log of reports and calls for elder/dependent cases will be maintained. Monthly hotline reports will be prepared by the Contractor and provided to County. The Contractor shall make available services in Spanish and English at all times, and other languages as may be needed. Fingerprinting and criminal record clearance of all staff performing services will be required. The selected bidder will be required to attend all training for hotline services as required by HSA.

C. REVENUE SOURCE

A maximum of \$371,000 is available through this procurement. Funding for the child, dependent adult and elder abuse hotline program is provided primarily through a combination of federal and state funds. HSA receives annual allocations for Child Welfare Services (CWS) and Adult Protective Services (APS) from the California Department of Social Services (CDSS) for services provided to children and older adults. A portion of these allocations is used to finance the hotline services as an allowable activity. It should be noted that while both child and elder abuse hotline services are requested pursuant to this RFP, the primary fund source and activity is CWS, with a smaller portion allocated to activity and services for APS.

D. PERIOD OF SERVICE

The contract is expected to be awarded in June 2018, for with a base performance period of July 1, 2018 through June 30, 2019.

The contract may be renewed for additional option years. Should for the contract be renewed for subsequent option years, the County reserves the right to contract with the selected contractor for this service without the need for further competitive procurement, subject to approval by the Ventura County Board of Supervisors, the availability of sufficient funds and satisfactory performance by the contractor.

E. SCOPE OF WORK

The successful contractor shall ensure comprehensive delivery of the following services:

- 1) Provide child, dependent adult and elder abuse hotline services during weekends, evenings, Monday – Friday, 11 a.m. – 6 p.m., and on special request. All shifts will be staffed with a minimum of two Hotline staff. Hotline Staff working afterhours and weekend shifts will be supervised by the Hotline Screener Supervisor and/or Hotline Screener Manager; Hotline Screeners working Monday – Friday, 11 a.m. – 6 p.m. will report daily to the CFS Hotline Child Welfare Supervisor but will be supervised by the Hotline Screener Supervisor.
- 2) Receive suspected child, dependent adult and elder abuse/neglect calls from private citizens, law enforcement personnel, and all mandated reporters in response to reports of suspected abuse, neglect or exploitation. At a minimum, staffing will include two Full Time

Equivalent workers. At least one Hotline Screener on shift at all times must be bi-lingual (English/Spanish).

3) Provide adequate staffing to handle the volume of hotline calls. CFS and/or APS staff will provide input on staff selection process. Interested bidders should develop a staffing plan that does not include overtime as a regular part of service delivery. Scheduling requiring overtime pay, as required by law, should be the exception.

4) Provide an on-site supervisor for every shift, except for the normal day shift, who will serve as a liaison between Contractor and County staff and administration. County staff and administration may include, but not be limited to, Hotline Child Welfare Supervisors, After Hours Child Welfare Supervisors/Child Welfare Social Workers, Standby Child Welfare Supervisors/Child Welfare Social Workers, Standby Adult protective Services Social Workers and Supervisors, Program Managers and Administrative Specialist staff.

5) Use a Cryacom Phone Translation service, for calls requiring languages other than English and Spanish.

6) The Contractor shall ensure that all staff assigned to answer hotline calls attend additional training as required by the County and exhibit competence in the following topics before answering hotline calls:

- Welfare and Institutions Code Section 300
- Structured Decision Making Hotline Tool, as arranged and provided by CFS
- Client Confidentiality Laws
- Mandated Reporter Laws
- Exceptional Situation (critical incidents, high profile and sensitive cases) Handling Procedures, per County definitions and instructions
- Customer Service Protocols
- CWS/CMS Operations Procedures (including data entry and all research efforts per CFS instruction)
- Risk Assessment Protocol
- Confidentiality
- Boundaries
- Client Engagement
- De-escalation Skills
- Ethics Protocol
- Use of Clinical Skills
- HSA Department/Program Resources
- Use of Fitness/Automatic Call Distribution system
- Hotline Screener Phone Etiquette

Additional training topics, to be arranged and provided by CFS, may include:

- CFS Orientation
- Substance Abuse Issues
- Stand-by Training
- Public Relations
- Disaster Plan Training
- Cross Reporting
- Community Resources and 2-1-1 Program

- Commercially Sexually Exploited Children (CSEC)
- Labor Trafficked Children
- HOMEBUILDERS Program
- CFS Critical Incident Policies and Procedures
- CFS Initiatives
- Screening phone calls from resource families, relatives, other caregivers and clients

7) Coordinate with County for Quality Assurance review of services, and designate a contact person as liaison with CFS/AFS.

8) Work collaboratively with CFS Hotline Child Welfare Supervisor/Program Manager and APS staff to resolve programmatic concerns, communicating issues related to staff performance, monitoring of timely callbacks to reporters to ensure seamless delivery of service between regular business hours and afterhours screeners, quality control (referrals) collaboration, identification of training needs, cascade of State and County changes and all daily operations and customer service related areas.

9) Scope of Work includes all tasks and responsibilities included under *G. Child Abuse/Neglect Hotline Procedures* and *H. Dependent Adult and Elder Abuse Hotline Services* outlined below.

F. STAFF QUALIFICATIONS

CFS and/or AFS staff will provide input on staff selection process and participate in interviews. The contract requires the hiring of the positions of Hotline Screener, Hotline Screener Supervisor and Hotline Manager. The qualifications and skills of each position should include:

Hotline Screener qualifications and skills must include the following:

- Ability to speak clearly and calmly using appropriate telephone etiquette
- Ability to organize content and transcribe information accurately, legibly and concisely
- Ability to engage with the caller and conduct a comprehensive assessment over the phone
- Must be very customer service oriented
- Empathetic, culturally sensitive and efficient in obtaining necessary facts
- Demonstrated ability to be sensitive to callers concerns of child abuse, skill level in de-escalating hostile callers in order to obtain pertinent information related to child abuse and have an awareness regarding confidentiality issues
- Trained and knowledgeable in relevant topics (see listing of training topics below)
- Must pass a criminal background check, reference checks
- Have at least one bi-lingual (English/Spanish) staff available at all times
- Must have a minimum of a Bachelor's degree, preferably with a major in a social services related field from an accredited college/university
- Have Beginning or Intermediate skill level with Microsoft Word Office Suite
- Demonstrated efficiency and quick pace in computer use, use and knowledge of Child Welfare Services/Case Management System (CWS/CMS), Ventura County Superior Court website, Structured Decision Making (SDM) or demonstrated ability to learn to use referenced programs
- Demonstrated efficiency in use of computerized telephone management system and able to handle multiple call lines
- Willingness to be flexible

- Must be able to sit for long periods of time, must be able to use hands for phone and keyboarding purposes, etc.
- Ability to work evenings, weekends and holidays and assigned day shift hours, with reliable attendance

Hotline Screener Supervisor qualifications and skills must include the following:

- Meet criteria for Hotline Screener
- Minimum of two years of Hotline Screener or similar position experience
- Minimum of two years of supervisory experience
- Must be able to quickly assess a situation and act appropriately
- Must display a positive attitude, demeanor and professional behavior, even in challenging situations
- Display positive interaction with both County and contracted agency colleagues
- Display positive interaction and serve as a liaison between contracted agency and county staff and administration. County staff and administration may include, but not limited to Hotline Child Welfare Supervisors, After Hours Child Welfare Supervisors/Child Welfare Social Workers, Standby Child Welfare Supervisors and Child Welfare Social Workers.
- Willingness to be flexible, assist county and community customers in timely manner, as requested
- Positive communication and active listening skills

Hotline Manager qualifications and skills must include the following:

- Meet criteria for Hotline Screener Supervisor
- Minimum of two years of management experience overseeing a related social services program, experience with hotline or call center program is desirable
- Must be able to quickly assess a situation and act appropriately
- Excellent communication skills, both oral and written a must
- Must be well organized and task and detail oriented
- Demonstrated problem-solving/analytical skills
- Ability to work independently and with/as a team
- Must be able to interact appropriately with private, corporate, and public agencies
- Must exhibit sound judgment and professionalism
- Experience with handling multiple call lines is a plus
- Must display a positive attitude, demeanor and professional behavior, even in challenging situations
- Willingness to be flexible, assist customers in timely manner
- Positive communication and active listening skills
- Display positive interaction and serve as a liaison between contracted agency and county staff and administration. County staff and administration may include, but not be limited to Hotline Child Welfare Supervisors, After Hours Child Welfare Supervisors/Child Welfare Social Workers, Standby Child Welfare Supervisors and Child Welfare Social Workers, Program Managers and Administrative Specialists
- Work collaboratively with CFS Hotline Child Welfare Supervisor/Program Manager to resolve programmatic concerns, communicating issues related to staff performance, monitoring of timely callbacks to reporters to ensure seamless delivery of service between regular business hours and afterhours screeners, quality control (referrals) collaboration, identification of training needs, cascade of State and County changes and all daily operations and customer service related areas.

G. CHILD ABUSE/NEGLECT HOTLINE PROCEDURES

The following section provides guidance on typical Contractor tasks and responsibilities in handling Hotline calls regarding alleged child abuse or neglect. These procedures are subject to change but provide guidance to interested bidders in preparing a response to this RFP.

- 1) Answer Hotline phone calls following Hotline Screener Phone Etiquette, this will include Hotline Screener identification by name. Document in writing or through the CWS/CMS information from telephone calls alleging child abuse, engaging caller and soliciting as much information as possible, to complete the State-mandated Emergency Response Protocol Referral Form and appropriate abuse type template.
- 2) Provide information and referrals as needed to callers, including but not limited to: HSA programs, referrals to 211 for outside resources and services, and referrals to mediation and child support services as needed.
- 3) Assure that all intake reports are entered into the CWS/CMS and provided to County's HSA CFS Hotline Unit within two hours of receipt of the initial reporter call or by 8:00 a.m. the next working day when calls are received outside CFS normal business hours.
- 4) Screen hotline calls according to the Structured Decision Making hotline tool, complete and comply with the Structured Decision Making (SDM) decision trees (including *Child Neglect*, *Physical Abuse*, *Sexual Abuse* and *Emotional Abuse*).
- 5) The Hotline Screener Supervisor will review 100 percent of the calls per week. The Supervisor will fill out a quality review form (to be jointly developed by Contractor and County) for each call for subsequent discussion at weekly meetings. Each call to be monitored will include:
 - Accuracy, thoroughness and comprehensiveness of the intake
 - What referrals were made and how appropriate they were
 - Professionalism, courtesy and efficiency of the hotline operator
 - Timeliness to complete entire intake process
 - Timeliness, within 30 minutes of completion of initial phone call, to contact Child Welfare Social Worker or Child Welfare Supervisor with Immediate Response referrals or sensitive information
- 6) Contact immediately the assigned Child Welfare Supervisor and/or CFS Social Worker and provide all information taken on any intake report in those cases where the SDM hotline tool indicates that a minor is at imminent risk of physical or sexual abuse.
- 7) By the tenth calendar day of the following month, submit a report to County detailing the activities of the Child and Elder Abuse Hotline Telephone Assessment and Referral Activities.
- 8) Attend ongoing training on CWS/CMS operation and procedures as directed by CFS.
- 9) Use necessary computer equipment as provided by County including required software necessary to operate CWS/CMS. Unless express authorization has been provided, utilize

County-provided computer equipment solely for purposes associated with CWS/CMS operation.

10) The Hotline is a 24 hour operation. To ensure seamless delivery of service between regular day business hours and afterhours callers, Hotline Screeners will be expected to complete tasks and provide assistance as requested to ensure timely call back to callers and/or completion of the intake process, this will include, but not be limited to, the input of referrals or completing call backs from earlier shifts.

11) Provide information about HSA programs and outside referral resources and services concerning mediation and child support services to callers.

12) Notify the CFS Hotline Supervisor(s) and Back Up line of alternate coverage plans as soon as it is known that a day shift Hotline Screener will not be reporting to work. Notify CFS Hotline Supervisor and CFS Hotline Program Manager within a 24 hour period of any significant staffing changes that include resignations, terminations or unexpected Leave of Absence.

13) CFS will provide 24 hour notice or more for additional/special situation support coverage requests, a response to coverage requests is to be received by Contractor within one working day.

14) Prepare and submit monthly reports as required by CFS.

H. DEPENDENT ADULT AND ELDER ABUSE HOTLINE SERVICES

The following section provides guidance on typical Contractor tasks and responsibilities in handling Hotline calls regarding dependent adult and elder abuse or neglect. These procedures are subject to change but provide guidance to interested bidders in preparing a response to this RFP. Calls alleging elder and/or dependent adult abuse will require the following:

1) Document reports of elder and dependent adult abuse by completing the appropriate California Department of Social Services (CDSS) forms.

2) Fax the applicable CDSS forms/reports to the Adult Protective Services Office within two hours of receipt of the call. Completed forms will also be sent via County Brown Mail system.

3) Log all calls including reports of abuse or neglect and requests for information and referrals.

4) Provide requests for information to APS Officer of the Day for follow up the next day.

5) Submit a monthly report identifying the number of calls taken and the number of calls transferred during regular business hours.

6) Contact immediately the APS Officer of the Day and provide all information taken from the CDSS form when there is a call of imminent danger regarding an elder or dependent adult, then follow-up by faxing the CDSS form/report to the Adult Protective Services Office.

I. PERFORMANCE OUTCOMES

The selected child, dependent adult and elder abuse hotline service provider will be evaluated in the following areas. The contract will include outcome measures that will be evaluated quarterly.

- Referral quality assurance review, with 5 percent error rate or less
- Quantity of calls handled
- Documentation of training procedures and activities
- Ability to respond to additional Hotline Support requests from CFS during normal working hours
- Timely and accurate documentation of phone referrals
- Timely and accurate completion of written CFS referrals in CWS/CMS
- Timely and accurate documentation of APS referrals
- Measuring Customer Service/Engagement with Customer Service Survey (community or HSA)
- Minimum 95 percent timely completion of intake process
- 30 minute or less turnaround time in contacting Child Welfare Social Worker (CWSW) or Child Welfare Supervisor with **immediate response referrals** for sensitive/exceptional situation information
- 15 minute call back response time
- Document completion of hiring selection process to fill vacant positions within 45 days

J. BIDDERS CONFERENCE/TECHNICAL ASSISTANCE

A Bidders' Conference to answer questions about the RFP, the application process, program specifications, and contract requirements will be held from 1:30 – 3:00 p.m. on November 30, 2017 at Human Services Agency Offices at 855 Partridge Drive, Ventura, CA 93003. Please RSVP attendance to Bidder's Conference via e-mail to Holly.Shaw@ventura.org, with your name, agency name and number attending.

If, as a result of the Bidders' Conference, there are any significant interpretations, direction, or revisions to the RFP, such changes will be posted to the HSA web page along with the questions and answers from the Bidder's conference. Attendance at the Bidder's Conference is optional, but strongly recommended.

All inquiries regarding this RFP must be submitted in writing no later than December 11, 2017 to allow sufficient time for preparing responses. Submit questions to Tina Knight, HSA Contracts & Grants Manager at the address specified above, by e-mail at tina.knight@ventura.org or by fax at (805) 477-5490.

K. AWARD PROCESS TIMETABLE

Activity	Date
Bidders' Conference*	November 30, 2017, 1:30 – 3:00 p.m.
Last Date to Submit Questions	December 11, 2017, 4:00 p.m.
Proposal Submission Deadline*	January 2, 2018, 5:00 p.m.
Notification to Selected Contractors	by March 1, 2018
Contract Approval by the Board of Supervisors (tentative)	May- June 2018
Contract Start Date	July 1, 2018

* Human Services Agency, Administrative Offices, 855 Partridge Dr., Ventura, CA 93003

SECTION II – RFP GUIDELINES

A. RESPONSIVE BIDDER

A "responsive bidder" means one whose bid or proposal substantially complies with all requirements of the RFP and shows evidence that the bidder will adhere to all required State and County regulations, insurance requirements, contract conditions and reporting requirements governing the proposed activity.

Any proposal may be declared non-responsive if it fails to conform to the essential requirements of the RFP.

The bidder agrees to provide the County with any other information the County determines as necessary for an accurate determination of the prospective contractor's qualifications to perform services.

B. ACCEPTANCE OF PROPOSAL CONTENT

The contents of a successful proposal will become contractual obligations if procurement action ensues. Failure of a successful bidder to accept these obligations in a contractual agreement may result in cancellation of the award. The County of Ventura reserves the right to negotiate additional provisions to those stipulated in the proposal, recommend and/or award in amount(s) less than stated in the RFP and negotiate a reduction or increase in service levels commensurate with funding availability.

The successful bidder must have the ability to negotiate the terms of the contract agreement with the County within thirty days following selection. The County of Ventura Board of Supervisors will make the final decision on contract award.

C. REJECTION OF PROPOSALS

Failure to furnish all information requested in this RFP, or to follow the proposal format requested, may disqualify the proposal. Any exceptions to the Scope of Services required by this RFP must be justified in the proposal.

The County reserves the sole and exclusive right to reject any or all proposals received in response to this RFP, or to cancel this RFP, in whole or in part, with or without cause, if it is in the best interest of the County to do so.

A bidder's submitted proposal may be withdrawn by written request prior to the proposal submission deadline.

D. EVALUATION AND SELECTION PROCESS

All proposals will be subject to a standard review process. County staff will conduct an initial review of all proposals received to determine if they are complete, in the required format and comply with all requirements of this RFP. Failure to meet all of these requirements may result in a rejected proposal.

Each proposal that passes the initial review will be evaluated and scored by a selection panel. The selection panel will review and score each proposal on the basis of a 100- point scale, using the assigned weights listed below.

Evaluation Criteria	Point Value
Administrative Capability	15
Project Description/Scope of Services	35
Performance Capacity	20
Qualifications of Staff	15
Fiscal Responsibility and Budget	15
Total	100 Points

Narrative responses to each of the sections and the completed budget forms will be reviewed to determine compliance with the requested information and the feasibility and reasonableness of proposed program design, cost, and expected outcomes. Each evaluation criterion is described in full in Section III-Submission Package, Narrative section.

It is County of Ventura policy that evaluators will not solicit or receive any communication from any potential contractor regarding any proposal under consideration.

E. PROTEST RIGHTS

Upon written request, any unsuccessful bidder is entitled to an explanation as to why its proposal may have been irregular and/or the basis for the award of the contract to the successful bidder. **Protests shall be in writing and received within ten (10) calendar days following the announcement of intent to award contract.**

It is the bidder's responsibility to ensure receipt by County at the designated address. ***A postmark will NOT be accepted as meeting the deadline requirements.*** No extensions may be provided to this protest provision. Protests shall be addressed to:

Tina Knight, Contracts & Grants Manager
County of Ventura
Human Services Agency
855 Partridge Dr.
Ventura, CA 93003
Tina.Knight@ventura.org

The protest shall state the reason for the protest, citing the law, rule, regulation, or practice on which the protest is based. A written response will generally be sent to the protester within ten (10) business days after receipt of the written protest. Prior to the award of a contract, if any bidder files protest against the awarding of the contract, the contract may not be awarded until either the protest has been withdrawn or HSA has decided the matter.

F. AWARD AND COMMENCEMENT OF WORK

Recommendation for award is contingent upon successful negotiation of the contract and resolution of any protests. The successful bidder shall be required to sign the negotiated contract, which will be in the form and content as approved by County.

The final authority to award a contract rests solely with the County of Ventura. The successful bidder shall not be allowed to begin work under any negotiated contract until such time as the contract has been approved by the County of Ventura. The successful bidder must agree to all terms, insurance coverage provisions, and conditions of the contract with HSA.

If only one proposal is received and it is deemed that such proposal meets requirements for funding, County reserves the option to award such entity a contract on a sole-source basis. In the event no proposals are received, or proposals received do not meet requirements for funding under this RFP, County reserves the right to be the contractor of last resort, or to designate another qualified entity to operate the program on a sole-source basis.

G. LIMITATIONS

This RFP does not obligate the County of Ventura to award a contract, to pay for any costs incurred in the preparation of a proposal or to procure or contract for services or supplies.

The County reserves the sole and exclusive right to accept or reject any or all proposals received as a result of this RFP, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP, with or without cause, or to issue a new RFP, if it is in the interest of the County to do so. A bidder may be required to enter into negotiations and to submit any price, technical or other revisions of the proposal as may result from negotiations.

H. METHOD OF PAYMENT

A cost reimbursement contract will be developed. The contractor will be reimbursed monthly in arrears for approved and allowable contract costs in accordance with a detailed line item budget approved by the County. The County may choose to negotiate other contract payment methods. Applicants must have the ability to maintain sufficient cash flow (i.e. lines of credit, cash reserve on hand) to meet ongoing financial obligations of program operation, pending reimbursement monthly from the County, in arrears net 30 days, of approved and allowable claims for services rendered. No cash advances are provided.

I. PROHIBITION OF COLLUSION

Respondents to this Request for Proposals shall not engage in any actions, conversations or agreements with other parties that would be considered in restraint of free and open competition. Such activities that are intended to limit open competition by deceiving, misleading, or attempting to otherwise divide the market for the services being requested through this RFP are prohibited. If collusion is determined, it may be grounds for disqualification from the competitive process.

J. PROPOSALS PROPERTY OF COUNTY

All proposals become the property of the County of Ventura upon opening and shall not be returned to the bidder. Proposals shall remain confidential until the evaluation process is completed and tentative award has been posted by HSA. All proposals will be considered public documents, subject to review and inspection by the public at the County's discretion, in accordance with the Public Records Act.

K. ADDENDA AND SUPPLEMENT TO RFP

If revisions or additional information to this RFP become necessary, HSA will provide addenda or supplements to bidders, as needed.

L. ADDITIONAL REQUIREMENTS

1. The selected contractor(s) shall operate the project continuously throughout the term of the contract with HSA. Personnel shall be qualified in accordance with the applicable requirements of the agreement and any future amendments thereto.

2. All bidders responding to this RFP are specifically prohibited from soliciting letters of support from HSA staff. Bidders are hereby notified that HSA maintains a policy that prohibits its

employees from providing letters of support, recommendations or advocacy for an outside agency, firm, or individual engaged in a competitive procurement process managed by HSA.

3. The County shall have the right to review the work being performed by the Contractor(s) at any time during the Contractor's usual working hours.

4. If a bidder is recommended for contract award under this RFP, they shall be required to certify and provide certain documents as identified below *prior* to contract award.

Signed copies of each of the following forms:

- Drug Free Workplace certification pursuant to 20 CFR Section 667.200(d)
- Debarment and Suspension pursuant to regulations implementing Executive Order 12549
- Certification Regarding Prohibition on Lobbying using federal funds.

5. The recommended bidder will need to submit evidence of the following insurance requirements effective on or before start of the contract:

- A. Commercial General Liability "occurrence" coverage, naming the County of Ventura as additionally insured, in the minimum amount of \$1,000,000 combined single limit (CSL) bodily injury & property damage each occurrence and \$2,000,000 aggregate, including personal injury, broad form property damage, products/completed operations, broad form blanket contractual and \$50,000 fire legal liability.
- B. Commercial Automobile Liability coverage in the minimum amount of \$1,000,000 CSL bodily injury & property damage, including owned, non-owned, and hired automobiles. Also to include Uninsured/Underinsured Motorists coverage in the minimum amount of \$100,000 when there are owned vehicles. Contractor must have on file evidence of auto insurance in the minimum amount of \$100,000 CSL bodily injury & property damage for all employees and volunteers associated with the contract.
- C. Workers' Compensation coverage, including a Waiver of Subrogation in full compliance with California statutory requirements, for all employees of Contractor and Employer's Liability in the minimum amount of \$1,000,000.
- D. Professional Liability coverage in the minimum amount of \$500,000 each occurrence and \$1,000,000 aggregate (if applicable).

Additional information regarding insurance requirements can be found in the Human Services Agency Contracts Manual. A copy of the Contracts Manual is available at www.vchsa.org on the Request for Proposals page. Click on the Partners & Providers link on the left navigation bar; then click on the Request for Proposals link for RFP-related items.

6. The recommended Contractor will be subject to the County of Ventura Living Wage Ordinance. The Ordinance requires the payment of a living wage and accompanying paid time off to all covered employees engaged in providing services pursuant to a service contract as defined in Sec. 4952(f) of the County's Living Wage Ordinance.

7. Misrepresentation during the procurement or contracting process in order to secure the contract will disqualify a bidder or contractor from further consideration in the procurement or

contracting process. Failure to comply with contract requirements once a contract has been awarded will constitute a material breach of the contract and may result in the suspension or termination of the affected contract and debarment from future County contracting opportunities for a period not to exceed three years. Other penalties may also apply.

8. As applicable, the successful bidder shall also submit to the County prior to contract award the following documents:

- Most recent Audit
- Articles of Incorporation or business license
- Grievance procedures for participants
- Handicapped Access Survey

SECTION III – SUBMISSION PACKAGE

APPLICATION INSTRUCTIONS

Applications submitted in response to this RFP must include the items and be in the order as listed below. All of the items combined comprise your completed Application pursuant to this RFP.

1. Executive Summary: Please complete as indicated.

2. Narrative Section: Please provide a response to the narrative section that fully addresses each of the evaluation criteria listed. The narrative must be typed using 12 point font, 8½" x 11" white paper with each page clearly and consecutively numbered. Limit narrative section to 15 pages.

3. Program Budget: Please complete and submit the attached line item budget forms for the services proposed (note - an electronic version of the EXCEL budget worksheet is available at <http://www.ventura.org/human-services-agency/request-for-proposal-rfps>). No other budget forms will be accepted. Budgetary expenses are to be divided into two categories: administrative costs and program costs. Administrative costs should not exceed 10% of the total budget. Leveraged/matching resources (i.e., in-kind contributions or cash match) as well as their source should be identified in the budget. The budget should be reasonable and accurate and provide a clear and concise description of your costs relating to the proposed project. Applicants may provide supplemental information to further clarify their budget, as needed.

4. Financial Audit: Please submit one copy of your most recent financial audit prepared in accordance with the applicable requirements of your fund source(s). For example, compliance with the Single Audit Act and 2 CFR 200 may be for entities receiving over \$750,000 in federal funds. If an audit has not been completed for the most recent fiscal year, you may submit your prior year's audit and current IRS tax return (form 990). The audit will be reviewed to determine applicant's financial position, compliance with regulatory requirements and documentation of solvency. If within the last three years there has been an audit exception, disallowed cost and/or questioned costs for the performance of any government (i.e., Federal, State, County) contract or grant, applicant must provide an explanation along with the audit.

5. Other Attachments, as applicable (optional): Please include only supplemental information that will provide further information about the proposal or your firm's qualifications, as applicable (e.g. position descriptions, staff resumes, sample evaluations/forms, etc.).

It is the responsibility of the bidder to ensure the proposal is submitted by the time and date and to the location as specified. Postmarks will not be accepted in lieu of this requirement. Therefore, use of the U.S. Mail is at the bidder's own risk. Proposals submitted to any other office or after the deadline will not be accepted. **To be considered for funding, all proposals submitted in response to this RFP must be received no later than 5:00 p.m. on January 2, 2018, with one (1) complete application package with original signature and nine (9) copies excluding audit documents, either delivered in person or mailed to:**

Tina Knight, Contracts & Grants Manager
Human Services Agency
855 Partridge Drive, Ventura, CA 93003

Attachment 1 - EXECUTIVE SUMMARY

1. Bidders Legal Name

Firm Name	
Address	
Telephone	
E-mail Address	

2. Program Name:	3. Funding Requested: \$
-------------------------	---------------------------------

4. Briefly summarize your proposed program design (700 character max):

5. Chief Executive Contact

Name of Chief Executive	
Title	
Telephone	email:

6. Primary Application Contact

Name of Primary Contact	
Title	
Telephone	

7. Legal Status Information

Federal Employer Identification Number (EIN)	
California Tax I.D. No.	

An unsigned proposal will be rejected

I certify that the information provided in this proposal is true and correct to the best of my knowledge and that I have been duly authorized by applicants' governing body or other authority to file this proposal. This proposal is submitted as firm and fixed offer valid for 120 days of the submission date.

Signature: _____ Date: _____

Printed Name and Title: _____

Attachment 2 - NARRATIVE

Please provide a written response to each section below. Your proposal will be reviewed and scored according to the following evaluation criteria. All proposals will be reviewed for demonstrated capacity to provide the services/activities sought through this solicitation. The narrative must be typed using 12 point font, 8½" x 11" white paper with each page clearly and consecutively numbered. **Limit narrative section to 15 pages (2 pts deducted for each page over limit).**

1. Administrative Capability

15 Points

Describe your agency's experience, knowledge and ability to administer the program to ensure that program needs of the child and elder abuse hotline project are met and project objectives achieved.

2. Project Description/Scope of Services

35 Points

Describe how you will implement the scope of services, and achieve the anticipated outcomes for Hotline services as described in this RFP. Identify procedures for handling County need for "on-call" support on a timely and urgent basis. Specifically address how you will meet the requirements listed above in *Section I. E, G, and H*. Response must also address the following questions:

- What challenges are anticipated in meeting the expectations of this contract? Solutions?
- The Hotline is a 24 hour service, consistent staffing with reliable attendance is essential to maintain a stable flow of operations. What is the coverage plan for maintaining staffing for extended staff leaves, excessive absences, extended staffing gaps or intermittent requests for day support and unforeseen vacancies?
- What expectations would you have of your staff in working in a service based program such as the Hotline? And how does that reflect on your organization's core values?

3. Performance Capacity

20 Points

Describe how you will evaluate the program's performance, *i.e.*, capacity to handle the call volume (anticipated at more than 20,000 annually); timeliness of response to calls and referrals; data entry accuracy; quality assurance; and service satisfaction per identified performance outcomes. Your response should address your ability to collect data and prepare reports. Bidder's narrative must describe how it will meet all the requirements listed in *Section I. I. Performance Outcomes*. Sample evaluations/survey forms may be included in Attachment 5.

4. Qualifications of Staff

15 Points

Describe the qualifications (education, training and work experience) of project staff proposed to be hired or assigned to work on the Hotline phones, ensuring staff ability to be sensitive to callers concerns of child abuse, skill level in de-escalating hostile callers in order to obtain pertinent information related to child abuse and have an awareness regarding confidentiality issues. Identify capacity to provide Bilingual services and describe your proposed staff training plans and any specific certifications proposed staff will have. Provide a timeline by which all staff will be hired and trained. Position descriptions and/or resumes may be included in Attachment 5.

5. Fiscal Responsibility and Budget

15 Points

Provide a budget narrative that addresses your ability to maintain accountability for contract funds; outlines prior experience managing governmental contracts; demonstrates and costs are reasonable and necessary to carry out the project; outlines the cost effectiveness of the project, including the ability to leverage other resources (cash match or in-kind services provided) to augment services; and your ability to adequately manage cash flow/financial resources.

Total Points 100

Attachment 3 - BUDGET

Complete the line item budget attached to this RFP. An electronic version of the budget is available for downloading and use at <http://www.ventura.org/human-services-agency/request-for-proposal-rfps>.

Attachment 4 - FINANCIAL AUDIT

Please attached **one copy** of your most recent audited financial statements prepared in accordance with the applicable requirements of your fund source(s). If an audit has not been completed for the most recent fiscal year, you may submit your prior year's audit and current IRS tax return (form 990). These should be attached to the original proposal package.

Attachment 5 - OTHER ATTACHMENTS

Include only supplemental documents (resumes, job descriptions, letters of support, program evaluation materials, etc.), as applicable to support your application.