

LINKAGES PROGRAM REQUEST FOR PROPOSALS (RFP)  
RFP No.: AAA-LINK-1116  
QUESTIONS AND ANSWERS AND THE PROPOSER'S CONFERENCE  
POSTED: DECEMBER 27, 2010

- Q1: My greatest concern with the RFP is the fact that only 1 proposer will service an entire Supervisorial District. That poses much concern if 1 proposer will be able to handle a vast area such as District 4 or 5.
- A1: Funding for the Linkages Program is limited. The main objective is to determine and serve clients who are most at need. Also, in Section 12.0, Collaboration of the Statement of Work, it states, "CONTRACTOR must form collaborations with COUNTY and Los Angeles City Contractors providing services funded through the OAA, including other Linkages Contractors and other community organizations in order to ensure comprehensive and coordinated service delivery and to prevent unnecessary duplication of Program Services. CONTRACTOR shall develop linkages with other community-based long-term care service providers, particularly those that see the Client at home. CONTRACTOR is encouraged to share vital assessment information with other agencies providing Program Services to the Client in the home. However, in sharing information with other agencies, the CONTRACTOR must respect Client confidentiality rights, adhere to all applicable confidentiality regulations, and follow appropriate protocols."
- Q2: I wanted to learn more about the rationale behind the decision to place a mandatory minimum within this RFP for a 5 year minimum of providing services in LA County. If you could provide me with any additional information it would be greatly appreciated.
- A2: Prospective Contractors awarded a contract are expected to provide and deliver services to clients in the most efficient and timely manner. Keep in mind that funding is limited for this program and that the Contractor is responsible for servicing an entire Supervisorial District. It is of the utmost importance that the contractor has the necessary required experience and knowledge/familiarity of the ethnic composition, income levels and hard to serve areas (i.e. rural areas, etc) of the Supervisorial District a Proposer plans to serve.
- Q3: The unduplicated number of clients is very high to perform long-term case management for the amount of money allotted per Supervisorial District. For example, in Supervisorial District 4, an agency is expected to serve 295 Unduplicated Clients in a fiscal year. An agency will be awarded \$129,800/fiscal year. This amount of money will not cover the unduplicated number of clients. This amount would only cover 2 full-time case managers with a caseload of 50:1 per the Linkages Manual page 12, Section 4.A.1 Client/Staff Ratio. The turnover

rate for long-term case management would not meet minimum requirements of 295 unduplicated clients.

- A3: Please note the changes made to the funding chart (RFP Section 1.1.6) in Addendum 1 to be released by December 30, 2010.
- Q4: If an agency is the main provider in cities situated in two Supervisorial Districts, how can we get the funds to serve all cities?
- A4: The Contractor is expected to only apply for and serve one Supervisorial District. If awarded, the Contractor will be responsible and receive funding for the entire Supervisorial District. Collaboration and networking with other agencies that provide Linkages Program services is encouraged. However, financial agreements between Linkages Contractors are at the discretion of the agencies.
- Q5: Are the units of service flexible to move into categories that would require more time or is it fixed as written?
- A5: The number of Unduplicated Clients is not flexible. However, the units of service are adjustable based on the Proposer's Plan.
- Q6: Is the expectation that the funded agency will serve clients in all areas of the Supervisorial District? Or, can they limit services to a particular city?
- A6: The Contractor is expected to serve the entire Supervisorial District they are awarded. The Proposer cannot limit services to a particular city.
- Q7: Would we be competing against existing Linkages providers? Or, is this RFP for additional Linkages providers?
- A7: This is an open competitive bid. Proposer will be competing against former AAA Contractors and all proposers who qualify and submit a proposal.
- Q8: Can a proposer submit one proposal (containing business and cost proposals) for one supervisorial district and a completely separate proposal (with different business and cost proposals) for another supervisorial district? If so, would the county store them separately and how would the county award contracts if both were winning proposals?
- A8: Please refer to RFP Section 1.4.4 – Proposer must demonstrate the ability to meet the Service Unit Requirement specified in Section 1.1.6 of this RFP for the entire Supervisorial District the Proposer plans to serve. Proposer is restricted to proposing for one Supervisorial District only”.

Q9: Would someone with a MSPA degree (Master of Science in Public Administration) meet the Linkages program requirements to function as a Clinical Supervisor?

A9: No, the Clinical Supervisor must have at least a Master's Degree in health or social services and at least two years of previous related experience. Please refer to Section 6.3 of the Statement of Work.

Q10: Is subcontracting a viable option, in accordance with the RFP, in order to service a large geographical area as is presented with District 5?

A10: Yes, please refer to Section 73.0 of the Sample Contract (Appendix A) for the subcontracting process. Subcontractors will also be held to the same requirements of the Contract that the Contractor will be held to.

Q11: In the Statement of Work, Section 4.7.6 states that: "The Written Notice of action shall be provided to COUNTY within fourteen (14) business days of termination and is subject to final approval by the COUNTY." Can the process for written submission of this information to the County be clarified?

A11: Notice of Action: (Statement of Work, Section 4.7.6): Regardless of the basis for termination, CONTRACTOR shall develop and provide a written Notice of Action to all terminated Clients and/or Responsible Other, as well as Client's Informal Support and conservator as applicable, upon termination. The only exception is upon Client death. CONTRACTOR shall document the termination and Notice of Action in the Care Plan and retain a copy in the Client Record. The written Notice of Action shall be provided to COUNTY within fourteen (14) business days of termination and is subject to final approval by the COUNTY.

This is to ensure that we (LA COUNTY) can determine if all and every process of client termination was followed through according to the Statement of Work as well as determine whether the terminated Client can retain needed equipment (see Section 4.7.4.3 of the Statement of Work).

Q12: Can the providers create electronic versions of the following forms required in the Statement of Work: (LF-4, LF-5, LF-6, Linkages Reassessment Form, Linkages Reassessment Summary, LF-10, LF-9)?

A12: Yes, without edit and maintained securely.

Q13: The data collected by these required Linkages forms are already automatically collected by SAMS and a report is included in the client's chart. Is the report from SAMS sufficient or do providers need to also utilize these tracking forms which will basically be duplicated data from SAMS?

A13: No. There are statutory issues with Linkages and you need to complete the required Linkages forms.

Q14: Are other cognitive screening tools allowed even if they are not listed in the list of examples of cognitive screening tools?

A14: Yes. An example of one popularly used cognitive assessment tool is the MMSE (Folstein Mini-Mental Status Exam). Section 4.2.1.6.2 of the Statement of Work states that CONTRACTOR may use the MMSE and similar Cognitive Assessment exams, such as the Screening Examination for Cognitive Impairment (SEFCI), and the Repeatable Battery for the Assessment of Neuropsychological Status (RBANS). You can also use other similar cognitive assessment exams not listed in our SOW.

Q15: Currently, we send Notice of Action forms to terminated clients and a copy of the form is saved in the client's chart. This is done for all Supportive Services Program (SSP), Family Caregiver Support Program (FCSP) and Linkages Clients. The SSP and the FCSP do not require us to send a Notice of Action to the County as the Statement of Work for Linkages is requesting that we do now. Is this a change in policy just for Linkages?

A15: This is a Linkages only requirement.

Q16: According to the Proposer's Conference meeting, the reason the County decided to ask for a reassessment every six months is so that the requirements are the same for both SSP and Linkages. However, the SSP program only asks for a reassessment of the Universal Intake Form (UIF), while the Linkages RFP is asking for a reassessment of the UIF as well as the completion of all the Linkages' Manual forms (reassessment and reassessment summary), which the Linkages' Manual only requires annually. Would the County consider requiring only the UIF reassessment every 6 months and completion of all Linkages Reassessment forms (from the Linkages Manual) annually?

A16: All Linkages forms need to be completed at the 6 month reassessment.

Q17: In the Statement of Work, Section 4.6.5 states that the County is asking for clients to sign the Care Plan at every 6 months' reassessment period. For SSP, the clients sign the UIF reassessment but not the Care Plan. Is that what the Linkages RFP is asking too, or does the County require that a signature on the Care Plan be obtained even when there are no changes to it?

A17: The client must sign even if there are no changes in the Care Plan.

Q18: Is it your intent to award one 5-year contract or five 1-year contracts?

A18: The COUNTY will be awarding five 5-year contracts with Budgets to be completed every year.

Q19: Are we [the CONTRACTOR] signing Contracts every year?

A19: No, but Amendments will be required to be signed every fiscal year.

Q20: Is money going to roll over from year to year?

A20: No.

Q21: What if you don't have the 5 terminated contracts requirement?

A21: Look into your agency's past expired contracts with LA COUNTY as being "terminated." Section 2.8.3.2.3 of the RFP states: "Proposer must provide a list of terminated contracts. Listing must include contracts terminated within the past 5 years with a reason for termination which includes, but not limited to: expiration, non-compliance, loss of funding, and failure to complete a contract."

Q22: Are you [LA COUNTY] looking at expired contracts as being "terminated?"

A22: Yes.

Q23: Are we [CONTRACTOR] expected to have all the staffing requirements in place by the first day of the CONTRACT?

A23: Refer to the Minimum Mandatory Requirements stated in Section 1.4.3. of the RFP: "Proposer must currently have the ability to meet the staffing requirements specified in Appendix B, Statement of Work, 6.0 Contractor Personnel".

Q24: Is this the only RFP where you [LA COUNTY] are restricted to only serving one Supervisorial District?

A24: To date yes.

Q25: Is the funding split equally among the 5 Supervisorial Districts?

A25: No. It is based on U.S. Census information/statistics and performance data collected from previous fiscal years.

Q26: Is there a set rate for the Match In-Kind for volunteers?

A26: Proposer's salary equivalent for volunteers shall be at market value. Statement of Work, Section 21.0 states that – "Volunteer's services may be used to meet the in-kind match. Additionally, in-kind contributions of the Fair Market Value of

Services performed by volunteers may not exceed fifty percent (50%) of the required 15% CONTRACTOR match.

Q27: How about the mileage rate?

A27: Please go by our COUNTY rate of \$0.465 cents per mile.

Q28: My agency has offices in Glendale, Burbank and Pasadena. Would I need to open offices in far away cities within the Supervisorial District I am serving?

A28: The Proposer will not be required to open offices in every city served (or area). However, the Proposer must serve the entire Supervisorial District.

Q29: Does the Clinical Supervisor need to have a Master's Degree even if it is pending? Will grandfathering in staff be permitted?

A29: The Clinical Supervisor must have a Master's Degree in health or social services and at least two years of previous experience. Proposers will be scored based on the qualifications stated in Section 6.0 of the Statement of Work.

Q30: It seems like there is a change from the Linkages Manual. In the Statement of Work, Reassessment is conducted at 6 months instead of one year. Why? What is the rationale behind that?

A30: To ensure the client's needs are being met and for reporting purposes.

Q31: Is the psychosocial assessment due within 1 week? That is not enough time given the fact that an Assessment Summary also follows too. We will need at least 2 weeks for the Psychosocial Assessment, Needs Assessment and the Care Plan.

A31: The psychosocial assessment, outlined as Cognitive Assessment in the Statement of Work, is not due within 1 week. The Assessment Summary is due one week after the Initial and Needs Assessments. Agencies can complete the Cognitive Assessment any time after the Intake/Screening is completed. Please note that a Cognitive Assessment is not required for every client, only for those clients who the "...Care Manager either (1) observes directly that the Client is showing signs of memory loss or (2) receives information from the Clients caregiver or physician that the client is showing signs of memory loss or has been diagnosed with Alzheimer's disease or other dementia (Statement of Work Section 4.2.1.6.1)...". This is the order the Evaluation, Assessments and Care Plan will follow:

- Universal Intake Form (UIF1-R) – Completed during the Initial Contact (SOW 4.1.1)

- Initial Assessment (LF-4) – Completed 2 weeks after the Universal Intake Form (SOW 4.2.1.1)
- Needs Assessment (LF-5) – Completed 2 weeks after the Universal Intake Form (SOW 4.2.1.1)
- Assessment Summary (LF-6) – Completed 1 week after the Initial Assessment and Needs Assessment (SOW 4.2.1.5)
- Care Plan – Completed and signed 2 weeks after the Initial Assessment and Needs Assessment (SOW 4.3.1)

Q32: In the Statement of Work, it says that assessment needs to be completed within 2 weeks of completing the UIF form. If there is a wait list, can the deadline be the moment of assignment?

A32: From the moment of assignment.