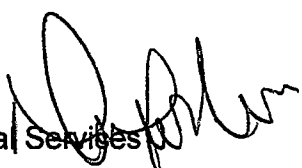


Advance Agenda Material

**Please retain for May 1 , 2018
Board Meeting**



Inter Office Memo

DATE: April 10, 2018
TO: Board of Supervisors
FROM: Delfino E. Neira, Director, Department of Social Services 
SUBJECT: Advance Agenda Materials - Appeal of RFP #18-015 Wraparound Services

On May 1, 2018, the Department will bring for your Board's consideration an Agenda Item to approve a contract with Central Star Behavioral Health for the provision of Children's Wraparound Services. The item also includes a recommended action to consider an appeal from the incumbent vendor, Uplift Family Services.

Provided as advance agenda materials is information regarding the appeal that include the following:

- Timeline related to the Request for Proposal;
- Uplift's appeal letters to the Purchasing Manager and the County Administrative Officer and their respective responses;
- RFP Summary of Evaluation;
- RFP Evaluation Sheets.

Should you have any questions, please contact me at 600-2300

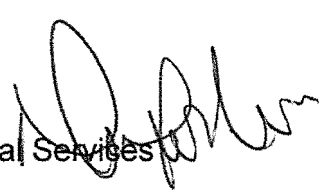
Advance Agenda Materials
for
RFP #18-015
WRAPAROUND SERVICES
May 1, 2018
File ID#18-0389

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- Timeline related to the Request for Proposal;
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- RFP Evaluation Sheets.

Should you have any questions, please contact me at 600-2300

TIMELINE FOR RFP 18-015 WRAPAROUND SERVICES FOR ELIGIBLE YOUTH

11/9/17: RFP released on Public Purchase.

11/27/17: Vendor Conference held at County Purchasing.

12/13/17: Addendum Number One released on Public Purchase.

1/9/18: RFP closed on Public Purchase at 2:00 pm. Four electronic responses received:

1. Westside Family Preservation Services Network
2. Central Star Behavioral Health, Inc.
3. Mental Health Systems, Inc.
4. Uplift Family Services, Formerly EMQ Families First

1/11/18: Initial Review Committee Meeting held at County Purchasing. Proposals were distributed to reviewers.

1/31/18: Review Committee Meeting held at County Purchasing.

2/12/18: Recommendation letter received from Department of Social Services.

2/13/18: Tentative Award, Recommendation Letter and Score Sheets posted on Public Purchase.

2/22/18: Purchasing Manager received an appeal letter from Uplift Family Services.

3/5/18: Purchasing Manager emailed a response to Uplift Family Services denying their appeal.

3/13/18: CAO received an appeal letter from Uplift Family Services.

3/20/18: CAO emailed/mailed a response to Uplift Family Services denying their appeal.

February 22, 2018

Gary E. Cornuelle
Purchasing Manager
County Of Fresno
4525 E. Hamilton Avenue 2nd Floor
Fresno, California 93702-4599
Email: gcornuelle@co.fresno.ca.us

RE: Written Appeal to County of Fresno Wraparound: RFP-18-015

Dear Mr. Cornuelle:

Uplift Family Services submits this written appeal to the County's decision to award all \$4.5 million dollars and 150 Wrap slots to Central Stars Behavioral Health in the recent competitive bid process. We submit the appeal on the grounds of proposal rating discrepancies:

1. The language in the award funding recommendation notice regarding "minimal post-services transition" indicates that the decision is based on information that was not solicited in the RFP.
2. The award funding recommendation notice conclusion regarding insufficient outcome measures is inconsistent with reviewers' comments and scores.
3. The award funding recommendation notice conclusion that administrative costs are "top heavy" is inconsistent with the comments provided on the scoring sheets.

Uplift Family Services is also appealing the decision on the grounds of inappropriate or unfair competitive procurement grievance procedures regarding the RFP process.

4. Due process is compromised by the fact that the scoring does not provide measurable ratings, and by the lack of access to documents necessary to prepare a fully informed appeal. Upon review of the scoring sheets it was noted that 4 out of 5 reviewers provided an 85%-100% response rate for Uplift Family Services and Central Stars Behavioral Health, while reviewer #3 provided only a 68% response rate for Uplift Family Services.

1. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that a reason for non-select was due to “minimal post-service transition.”

In reviewing the comments on the reviewers' scoring sheets, we were unable to find any comments that mention minimal post-service transition services. Additionally, there is no requirement or prompt in the RFP to address post-service transition in the bid response. This justification for non-award is based on criteria that is outside the parameters of the RFP, is not relevant to rating/scoring of the proposal and should be discarded as a justification for non-award.

2. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that a reason for non-select was due to “Insufficient outcome measures.”

In reviewing the comments provided on the “scoring sheets,” the reviewers' responses to the items related to outcomes make no mention of insufficient outcomes. In fact, the comments by all 5 reviewers rank Uplift Family Services as “strong” or “high” on outcomes. All responses indicate that Uplift Family Services has strong data collection and outcome measures.

Reviewer 1:

- Yes- provided detail logic model and examples of data tools CAN, WFI, surveys
- Yes- Very detailed SMART data tracking of outcomes, provided examples of data tools
- Yes- Has avatar, Welligent, and SSPS systems
- Very good- listed out clear outcomes with data tools, provided examples of tools

Reviewer 2:

- Yes- pg. 83- the CANS tool- child and adolescent needs and strengths tools is explained in depth and how outcome will be captured
- Data and Outcome info very informative
- Pg. 85-87- very knowledgeable
- Data and Outcome info very informative, outlines where service delivery will occur and % served. Data noted % of youth with MH problems and residential treatment centers pg. 14, pg. 12, pg. 19-very positive

Reviewer 3:

- yes, there is an understanding and experience with data collection and reporting
- yes, data and outcomes are understood, and experience with tracking

Reviewer 4:

- Pg 82- CANS, CEDE, Youth services surveys, WFI-EZ, WPAS TOM 2.0 and post discharge survey.- Bidder states they use outcomes and evaluations as key component for quality improvement (CQI)
- Yes- Bidder describes their current method of tracking and its effectiveness.
- Good data collection and organizational skills

Reviewer 5:

- *Progress tracking (45). Numerous examples of CW assessments used, surveys, wrap fidelity, discharge tracking*
- *FY 16-17 exceed performance goals- in school, community, out of trouble!*
- *Outstanding- very detailed in explaining expertise and capacity. Not only to meet all requirements, but exceed expectation/ performance goals! Really stands out!!*

Uplift Family Services is currently capturing longitudinal outcome data for discharged youth demonstrating enduring positive change, and participating in groundbreaking research related to the integration of evidence-based research into the provision of Wraparound services. Uplift Family Services is the largest and most experienced provider in Fresno County and the State of California, and has produced consistent, measurable, documented, outstanding outcomes. A snapshot of the outcomes being realized by the Uplift Family Services Wrap program was provided on page 12 in the Vendor Company Data, Section A- Introduction/Overview of the proposal that we submitted. That table is included below.

The table below highlights Fresno Wraparound's FY16-17 data on UFS' overarching goals of keeping youth "at home (in a community setting), in school, and out of trouble."

	Performance Goal	UFS' FY16-17 Fresno Wraparound Results
In Community Setting	At least 70%	82%
Out of Trouble	At least 75%	97%
In School	At least 70%	87%

Source: Uplift Family Services' Fresno Wraparound FY16-17 Annual Report

These results, an average of 12% above targets, are just one way in which UFS demonstrates its ability to effectively work with children and families referred by Child Welfare and Juvenile Justice Services.

The award funding recommendation letter conclusion that Uplift Family Services' has "insufficient outcome measures" is unsupported by the data detailed in UFS' RFP response or by the comments of the reviewers. Once again, there is no support in this area to justify a non-award decision to Uplift Family Services.

3. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that the Uplift Family Services' cost proposal appeared to be top heavy.

Similarly, no rater comments support the conclusion that Uplift Family Services' cost proposal is top heavy. Moreover, as noted below, Uplift Family Services is without access to meaningful

data from the other provider's financial submission, to challenge such a conclusion which is once again unsupported in the reviewers' comments.

It is worth noting, however, that there is a heavy cost in the County's recommendation to transfer this successful program from one provider to another, including the layoff of approximately 48 staff and the unnecessary disruption to children and families in a transition of care.

4. Due process is compromised by the scoring process not being conducted in a manner that provides measurable ratings, and by the lack of access to documents necessary to prepare a fully informed appeal.

Fresno County purchasing policies provide a bidder the right to appeal the decision in the areas of RFP contradictions, procurement errors, proposal rating discrepancies, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFP process. In appealing this decision, Uplift Family Services is unable to determine any rating criteria used, as scores were not quantifiable. Furthermore, there is no weighting associated with individual RFP sections, or explanation as to how the reviewers' language translated to the recommendations for selection of the winning proposal. Due process is further compromised by Fresno County's purchasing policy, which denies any appellant access to essential information to challenge the decision based on the identified criteria for an appeal, including: (1) the proposed budget submitted by the awardee; (2) the awardee's full RFP response; and (3) notes from all meetings where the RFP was discussed and the award decision made. In fact, we were informed that no minutes were taken in any meetings that related to the winning bid selection.

We believe this decision is tragic for children and families, harmful for the citizens of Fresno County, detrimental for our organization, and appears to penalize a provider that delivers excellent outcomes for children and families in Fresno County and has served as an innovator and a collaborator with the County and other providers for decades. The termination of the Uplift Family Services contract results in abrupt transition to another provider of approximately 110 children and families, who are without voice or choice in the decision, one of the strongest tenets of Wraparound. It will also adversely impact over 48 staff that has provided exceptional services to this community. This is an unnecessary disruption of service and is not in the best interest of children and families, nor of efficient and effective service delivery. Additionally, these issues, in combination with a lack of consideration of demonstrated prior local performance, sends the unfortunate message to the community and your contractors that demonstrated performance is not relevant to contract awards in Fresno County.

We respectfully request that the award decision be reconsidered in light of the inconsistencies specified in the RFP review process. Reconsideration of the decision is an appropriate request under the appeal process and we urge serious consideration of the initial recommendation for award. In the alternative, we would propose that the County adjust the award to provide \$ 2.25 million dollars and 75 slots each to its top two bidders. This would allow for a less disruptive impact on services to families and financial impact on a smaller number of our staff.

We would be happy to answer questions or provide further detail upon request. We are happy to receive the written appeal decision by email and/or U.S. Mail at the earliest possible date.

Respectfully Submitted,



Marilyn Bamford, LMFT
Regional Executive Director
Uplift Family Services



Darrell Evora
Chief Executive Officer/President
Uplift Family Services



County of Fresno

INTERNAL SERVICES DEPARTMENT
ROBERT W. BASH, DIRECTOR – CIO

Facility Services • Fleet Services • Graphics
Information Technology • Purchasing
Security • Telecommunications

March 5, 2018

Ms. Marilyn Bamford, LMFT
Regional Executive Director
Mr. Darrell Evora
Chief Executive Office/President
Uplift Family Services
1630 East Shaw Avenue, Suite 150
Fresno, CA 93710

RE: Appeal to Decision of the County of Fresno, Request for Proposal Number (RFP) 18-015
Wraparound Services.

Dear Ms. Bamford and Mr. Evora,

The following addresses your letter dated February 22, 2018 appealing the recommendation for tentative award for the above-mentioned RFP.

The language in the award funding recommendation notice regarding “minimal post-services transition” indicates that the decision is based on information that was not solicited in the RFP.

Response:

Although the RFP does not specifically prompt a response for post-service transition, the review committee recognized the tentatively awarded bidder detailed post-service transition plan as a strength. This factor was not specifically a requirement of the RFP and was not a determining factor; this is just one comment from the evaluation team and their overall recommendation was to tentatively award to Central Star based on their entire proposal.

The award funding recommendation notice conclusion regarding insufficient outcome measures and that administrative costs are “top heavy” is inconsistent with the comments provided on the scoring tools and is inconsistent with evaluator’s comments and scores.

Response:

In addition to completing an evaluation tool for each proposal, evaluators met to discuss the proposals in detail. Both the evaluation tool and the discussions are taken into consideration when rendering a recommendation to provide a comprehensive account of the RFP evaluation process. It is an overarching process to determine the best overall proposal for the County. Please refer to #3 for a detailed explanation of the RFP evaluation process.

Uplift Family Services is also appealing the decision on the grounds of inappropriate or unfair competitive procurement grievance procedures regarding the RFP process. Due process is compromised by the fact that the scoring does not provide measurable ratings, and by the lack of access to documents necessary to prepare a fully informed appeal.

Response:

An overview of the RFP evaluation process was provided at the Vendor Conference on November 27th, 2017. An explanation of that process is provided below:

An RFP evaluation team is selected by the lead department and approved by Purchasing to ensure there is no conflict of interest between the evaluators and the proposers. Each proposal is evaluated by an evaluation team based on how each proposal met the requirements of the RFP. Each evaluator evaluates each proposal with their own perspective, to say there are differences in comments noted from one evaluator to another is common in this process as each evaluator brings his/her own unique perspective; when evaluating proposals.

Once proposals are reviewed by the evaluators, the evaluators meet to discuss proposals in detail as to how each addressed the RFP requirements, including strengths and weaknesses of each proposal. The proposals are then ranked by the evaluation team and a tentative recommendation is forwarded to the Department Head. The Department Head forwards his/her recommendation to the Purchasing Manager and a tentative award notice is released.

In response to your comments about sharing of budgets and proposals from other proposers after a tentative award is issued, it is the County's longstanding and consistently applied policy to provide proposals only after a noticed public hearing is concluded before the Board, as negotiations may and sometimes do occur up until the time the Board makes a final award.

Based on the evaluation of your concerns addressed in your appeal letter, I've concluded that your letter does not support your appeal for a tentative recommendation to Central Star. The evaluation team concluded it was the best overall proposal that met the requirements of the RFP. As a result, your appeal has been denied. You have the option to continue the appeal process. To do so, a Letter of Appeal must be submitted in hardcopy form to the County Administrative Officer, Mr. Jean Rousseau, 2281 Tulare St., Room 304, Fresno, CA 93721 and cc the Purchasing Manager in word format via email. Mr. Rousseau must receive the letter within seven (7) County business days, commencing on the date of this letter. Your letter must clearly state, in specific terms, the reason(s) for the appeal.

Sincerely,

A handwritten signature in cursive script that reads "Gary E. Cornuelle". The signature is written in dark ink and is positioned above the printed name and title.

Gary E. Cornuelle
Purchasing Manager

March 13, 2018

RECEIVED

MAR 13 2018

ADMINISTRATIVE OFFICE

Mr. Jean Rousseau
Chief Administrative Officer
County Of Fresno
2281 Tulare St., Room 304
Fresno, CA 93721

RE: Written Appeal to County of Fresno Wraparound: RFP-18-015

Dear Mr. Rousseau:

Uplift Family Services submits this written appeal to the County's decision to award all \$4.5 million dollars and 150 Wrap slots to Central Stars Behavioral Health in the recent competitive bid process. Upon receipt of the funding recommendation letter, we did an analysis of the documents that were made available and now appeal this decision on the grounds of proposal rating discrepancies and unfair competitive procurement grievance procedures regarding the RFP process.

Proposal rating discrepancies:

1. The language in the award funding recommendation notice states that "Uplift Family Services proposal included minimal post-services transition" indicating that the decision is based on information that was not solicited in the RFP.
2. The award funding recommendation notice also makes a conclusion regarding "insufficient outcome measures" that is inconsistent with reviewers' comments and scores.
3. The award funding recommendation notice concludes that administrative costs are "top heavy," which is also inconsistent with the comments provided on the scoring sheets by the reviewers.

Unfair competitive procurement grievance procedures regarding the RFP process:

4. Due process is compromised by the fact that the current "scoring" process lends itself to subjectivity in that it provides no numerical scoring by reviewers in specific areas or weighting to these areas in the RFP to support the ranking process performed by the committee members, and by the lack of access to documents necessary to prepare a fully informed appeal.

1. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that a reason for non-select was due to "minimal post-service transition."

In reviewing the comments on the reviewers' scoring sheets, we were unable to find any comments that mention minimal post-service transition services. Uplift Family Services, however, did include extensive narrative throughout the proposal that is inclusive of our demonstrated commitment to ensuring a successful post service transition.

Additionally, there is no requirement or prompt in the RFP to address post-service transition in the bid response. This justification for non-award is based on criteria that is outside the parameters of the RFP, is not relevant to rating/scoring of the proposal and should be discarded as a justification for non-award.

2. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that a reason for non-select was due to "Insufficient outcome measures."

In reviewing the comments provided on the "scoring sheets," the reviewers' responses to the items related to outcomes make no mention of insufficient outcomes. In fact, the comments by all 5 reviewers rank Uplift Family Services as "strong" or "high" on outcomes. All responses indicate that Uplift Family Services has strong data collection and outcome measures.

Reviewer 1:

- Yes- provided detail logic model and examples of data tools CAN, WFI, surveys
- Yes- Very detailed SMART data tracking of outcomes, provided examples of data tools
- Yes- Has avatar, Welligent, and SSPS systems
- Very good- listed out clear outcomes with data tools, provided examples of tools

Reviewer 2:

- Yes- pg. 83- the CANS tool- child and adolescent needs and strengths tools is explained in depth and how outcome will be captured
- Data and Outcome info very informative
- Pg. 85-87- very knowledgeable
- Data and Outcome info very informative, outlines where service delivery will occur and % served. Data noted % of youth with MH problems and residential treatment centers pg. 14, pg. 12, pg. 19-very positive

Reviewer 3:

- yes, there is an understanding and experience with data collection and reporting
- yes, data and outcomes are understood, and experience with tracking

Reviewer 4:

- Pg. 82- CANS, CEDE, Youth services surveys, WFI-EZ, WPAS TOM 2.0 and post discharge survey.- Bidder states they use outcomes and evaluations as key component for quality improvement (CQI)
- Yes- Bidder describes their current method of tracking and its effectiveness.
- Good data collection and organizational skills

Reviewer 5:

- Progress tracking (45). Numerous examples of CW assessments used, surveys, wrap fidelity, discharge tracking
- FY 16-17 exceed performance goals- in school, community, out of trouble!
- Outstanding- very detailed in explaining expertise and capacity. Not only to meet all requirements, but exceed expectation/ performance goals! Really stands out!!

Uplift Family Services is currently capturing longitudinal outcome data for discharged youth demonstrating enduring positive change, and participating in groundbreaking research related to the integration of evidence-based research into the provision of Wraparound services. Uplift Family Services is the largest and most experienced provider in Fresno County and the State of California, and has produced consistent, measurable, documented, outstanding outcomes. A snapshot of the outcomes being realized by the Uplift Family Services Wraparound program was provided on page 12 in the Vendor Company Data, Section A- Introduction/Overview of the proposal that we submitted. That table is included below.

The table below highlights Fresno Wraparound's FY16-17 data on UFS' overarching goals of keeping youth "at home (in a community setting), in school, and out of trouble."

	Performance Goal	UFS' FY16-17 Fresno Wraparound Results
In Community Setting	At least 70%	82%
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Source: Uplift Family Services' Fresno Wraparound FY16-17 Annual Report

These results, an average of 12% above targets, are just one way in which UFS demonstrates our ability to effectively work with children and families referred by Child Welfare and Juvenile Justice Services.

The award letter conclusion that Uplift Family Services' has "insufficient outcome measures" is unsupported by the data detailed in Uplift Family Services' RFP response or by the comments of the reviewers. Once again, there is no support in this area to justify a non-award decision to Uplift Family Services.

3. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that the Uplift Family Services' cost proposal appeared to be top heavy.

Similarly, no rater comments support the conclusion that Uplift Family Services' cost proposal is top heavy. Moreover, as noted below, Uplift Family Services is without access to meaningful data from the other provider's financial submission, to challenge such a conclusion which is once again unsupported in the reviewers' comments.

It is worth noting, however, that there is a heavy cost in the County's recommendation to transfer this successful program from one provider to another, including the layoff of approximately 48 staff and the unnecessary disruption to Fresno County's most vulnerable children and families in a transition of care.

4. Due process is compromised by the scoring process not being conducted in a manner that provides measurable ratings, and by the lack of access to documents necessary to prepare a fully informed appeal.

Fresno County purchasing policies provide a bidder the right to appeal the decision in the following areas:

- RFP contradictions
- Procurement errors
- Proposal rating discrepancies
- Legality of procurement context
- Conflict of interest
- Inappropriate or unfair competitive procurement grievance regarding the RFP process.

In appealing this decision, upon review of the "Score Sheets," Uplift Family Services is unable to determine any rating criteria used, as scores were not quantifiable. In other words, the reviewers did not provide numerical scoring to the sections of the RFPs, to support the later committee ranking. Furthermore, there is no weighting associated with individual RFP sections, or explanation as to how the reviewers' language translated to the recommendations for selection of the winning proposal.

Due process is further compromised by Fresno County's purchasing policy, which denies the appellant access to essential information to challenge the decision based on the identified criteria for an appeal, including: (1) the proposed budget submitted by the awardee; (2) the awardee's full RFP response; and (3) notes from all meetings where the RFP was discussed and the award decision made. In fact, we were informed that there were no minutes taken in the

discussion that led to the winning bid selection; all information was represented to be included in the comments on the "Score Sheets."

In response to the request submitted by Uplift Family Services to obtain a copy of the minutes from the meeting(s) in which the review of the RFP proposals were discussed, the following communication was received from the Purchasing Analyst:

"Hi Marilyn - Gary forwarded me your email. The score sheets contain notes on all of the responses to the RFP. There are no minutes of the meeting. The recommendation is written from the notes that the reviewers record on their individual score sheets. They are available along with the recommendation on Public Purchase. I have attached them for your convenience."

The written response received by Uplift Family Services from the Fresno County Purchasing Manager on March 5, 2018 regarding our initial appeal stated that an overview of the RFP evaluation process was provided at the Bidders Conference on November 27, 2017. There were three representatives of Uplift Family Services who attended that Bidders Conference and there is no recollection of Fresno County announcing a change in the scoring process from a numerical rating system (recording the numerical ratings of the reviewers during the review process) to the current process that has no numerical ratings and therefore, no meaningful way to see where individual reviewers ranked the proposals.

Finally, we believe this decision is harmful for children and families who are already struggling with a great deal of pain and loss, detrimental for the citizens of Fresno County, damaging for our organization, and appears to penalize a provider that delivers excellent outcomes for children and families in Fresno County and has served as an innovator and a collaborator with the County and other providers for decades. The termination of the Uplift Family Services contract results in abrupt transition to another provider of approximately 110 children and families, who are without voice or choice in the decision, one of the strongest tenets of Wraparound. It will also adversely impact over 48 staff members who have provided exceptional services to this community. This is an unnecessary disruption of service and is not in the best interest of children and families, nor of efficient and effective service delivery. Additionally, these issues, in combination with a lack of consideration of demonstrated prior local performance, sends the unfortunate message to the community and your contractors that demonstrated performance is not relevant to contract awards in Fresno County.

We respectfully request that the award decision be reconsidered in light of the inconsistencies specified in the RFP review process. Reconsideration of the decision is an appropriate request under the appeal process and we urge serious consideration of the initial recommendation for award. In the alternative, we would propose that the County adjust the award to provide \$2.25 million dollars and 75 slots each to its top two bidders. This would allow for a less disruptive impact on services to families and financial impact on a smaller number of our staff.

We would be happy to answer questions or provide further detail upon request. We are happy to receive the written appeal decision by email and/or U.S. Mail at the earliest possible date.

Respectfully Submitted,



Marilyn Bamford, LMFT
Regional Executive Director
Uplift Family Services



Darrell Evora
Chief Executive Officer/President
Uplift Family Services



County of Fresno

COUNTY ADMINISTRATIVE OFFICE

JEAN M. ROUSSEAU

COUNTY ADMINISTRATIVE OFFICER

March 20, 2018

Via U.S. Mail and Email To: mbamford@upliftfs.org

Ms. Marilyn Bamford, LMFT, Regional Executive Director
Mr. Darrell Evora, Chief Executive Office/President
Uplift Family Services
1630 East Shaw Avenue, Suite 150
Fresno, CA 93710

RE: 2nd Appeal to Decision of the County of Fresno, Request for Proposal Number (RFP), 187-015; Wraparound Services to Eligible Youth.

Dear Ms. Bamford and Mr. Evora:

The County of Fresno is in receipt of your letter appealing the recommendation for tentative award for the above-mentioned RFP. Your letter identifies the basis for your appeal, which are addressed below.

As outlined in the Purchasing Manager's response, every evaluator brings his/her unique perspective in evaluating proposals and makes notes or comments as to how each addressed the requirements of the RFP. I can assure you that all proposals are evaluated fairly and ranked based on who best met the requirements of the RFP and provided the best overall proposal for the County.

Your appeal is on the grounds that the language in the recommendation notice regarding "minimal post-services transition" indicates that the decision is based on information that was not solicited in the RFP; that comments made on the evaluation tool are inconsistent with the recommendation letter; and that there are concerns about the overall RFP process.

After my review of the RFP, you are correct in that the minimal post-services is not specifically mentioned in the RFP; however, this was not a determining factor in the decision for award.

Ms. Marilyn Bamford, LMFT, Regional Executive Director
Mr. Darrell Evora, Chief Executive Office/President
Uplift Family Services
March 20, 2018
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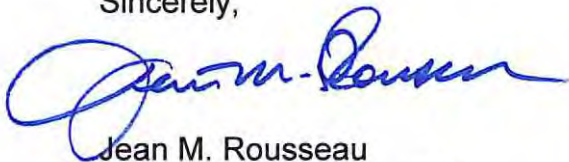
Comments on the evaluation tool are made on all proposals regarding how each addressed the proposal requirements. During the ranking session, the evaluators discuss an overall summary of all proposals and rank them collaboratively. The recommendation is written based on the comments from the meeting and the evaluation tool. Every note and comment on the evaluation tool is not discussed.

About your concerns regarding the RFP process overall, I have confirmed with the Purchasing Manager that a statement is made at each vendor conference that proposals are going to be ranked and not scored. Proposals are then evaluated and ranked based on a collaborative review by the evaluation team. This ranking process is commonly utilized in procurement processes in other municipalities and provides a process for selecting the best proposal for the County with all factors taken into consideration.

It has been the County's practice to not share the proposals until a noticed public hearing is concluded before the Board of Supervisors. This is done as negotiations may occur up until the time the Board makes a final award.

Based on the reasons stated above, it is my conclusion that there is insufficient reason to change the tentative award recommendation. This denial of your appeal and the County's intent to recommend award of the contract to Central Star Behavioral Health may be further appealed to the Fresno County Board of Supervisors. If that will be your intent, please contact Gary Cornuelle, Purchasing Manager, by **Tuesday, March 27, 2018**, as the Central Star Behavioral Health contract is scheduled to go before the Board of Supervisors on May 1, 2018.

Sincerely,



Jean M. Rousseau
County Administrative Officer

**SUMMARY OF EVALUATION
RFP # 18-015
Wraparound Services**

TIMELINE

RFP RELEASE DATE	November 9, 2017
VENDOR CONFERENCE	November 27, 2017
RFP CLOSING DATE	January 9, 2018
RFP COMMITTEE REVIEW	January 31, 2018
TENTATIVE BOARD DATE FOR AGREEMENT	April 17, 2018

SUMMARY OF REQUESTED SERVICES

The RFP sought proposals from qualified vendors to provide Wraparound Services to Fresno County youth who are dependents of the Child Welfare System, Probation youth, or are youth eligible for the Adoption Assistance Program (AAP). The RFP indicated the preference of one vendor for the provision of these services. Funding for these services is \$4,500,000 per 12-month period.

The RFP requested an array of services including, but not limited to, mental health services, Intensive Care Coordination (ICC) and Intensive Home-Based Services (IHBS), case management, crisis intervention and mental health assessments, when applicable. Additionally, requested services included facilitation of the service planning process, community resource development and development of parent advocacy and support networks.

Services are to be provided to children receiving assistance through Fresno County Child Welfare, Probation, or AAP, are placed or are at risk of being placed in a group home or licensed STRTP, and who have a family member/relative, guardian, or potential provider who is open to services. The intent of these services is to keep eligible children in, or return them to, permanent family settings.

PROPOSALS RECEIVED

Four (4) proposals were received and accepted by Purchasing and all were reviewed by the RFP review committee. Reviewed proposals were submitted by the following organizations:

1. Central Star Behavioral Health
2. Mental Health Systems, Inc.
3. Uplift Family Services
4. Westside Family Preservation Services Network

The RFP was sent to vendors registered in Public Purchase as well as a bidders list consisting of 32 organizations.

RFP REVIEW COMMITTEE MEMBERS

A review committee was established consisting of five (5) representatives from:

- Fresno County Department of Social Services (2) – Program Managers
- Fresno County Probation Department (1) – Probation Manager
- Fresno County Department of Behavioral Health (1) – Clinical Supervisor
- Community-Based Organization (1) – Chief Executive Officer

All members signed the Confidentiality Certification and Conflict of Interest Certification. Bid review guidelines were provided to each committee member. The review committee members individually reviewed and ranked the proposals and convened on January 31, 2018 to discuss each proposal and render a funding recommendation.

REVIEW COMMITTEE RANKINGS

The proposals were ranked as indicated below:

Overall Ranking	Bidder
1	Central Star Behavioral Health
2	Uplift Family Services
3	Mental Health Systems, Inc.
4	Westside Family Preservation Services Network

REVIEW COMMITTEE FUNDING RECOMMENDATION

The review committee thoroughly reviewed each proposal. Each proposal was considered responsive, however the proposal submitted by Westside Family Preservation Service Network did not demonstrate the capability to provide the requested services.

The proposal submitted by Central Star Behavioral Health received the highest ranking and was unanimously recommended for funding at the requested amount of \$4,500,000 annually.

The Central Star Behavioral Health proposal demonstrated knowledge of the services requested, experience providing Wraparound services in other counties, and organizational readiness to provide the requested services expeditiously. The proposal also included knowledge of the target population, appropriate assessment and evaluation tools, robust staff training and demonstrated ability to retain quality staff.

The Uplift Family Services proposal included minimal post-service transition and insufficient outcome measures. Staffing configuration concerns were identified, and the cost proposal appeared top heavy and insufficient to support service delivery through each Fiscal Year. The review committee acknowledged the proposal demonstrated extensive experience providing the requested services and ability to continue providing services without any delay/transition.

The Mental Health Systems proposal lacked appropriate salary increases for staff and detail regarding data tracking and performance outcomes. Additionally, pending litigation disclosed in the proposal raised concerns regarding the quality of care. The review committee acknowledged the proposal demonstrated appropriate knowledge and experience providing the services requested, and a strong crisis intervention plan.

The Westside Family Preservation Services Network proposal lacked understanding of the services requested and insufficient experience in providing Wraparound services and Medi-Cal billing. Additionally, the proposal indicated a targeted geographic service area that would not meet the County's need, lacked detail and did not support the vendor's organizational readiness to implement the requested services. The review committee acknowledged the proposal demonstrated experience providing services to the rural community.

DEPARTMENT OF SOCIAL SERVICES RECOMMENDATIONS

The Department concurs with the review committee's recommendation.

RFP #18-015 Wraparound Services

Bidder Name: Westside Family Preservation Services Network (WFPSN)	Evaluator Number	Date
	1	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	① Basic - bid target just one group from overall Target population. But of this one group they appear to have expert knowledge of.
2. Does the proposal include the unduplicated number of clients to be served?	② Yes - 39 slots, 50 unduplicated per year 26% of contract
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	③ High level - serving all Fresno Rural communities now and have over 20 yrs working in Rural Fresno. Invested in these Rural Towns.
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	④ Somewhat - no WRAP program exp. But does serve at risk population through WLC and DR contracts but these are very new contracts, but WLC is long standing service they have done
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	⑤ Limited - Has hired someone to do this for them and will hire program evaluator.
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	⑥ Basic - Has some exp with case management services and contract data tracking. IS not Medi-cal MH provider as has billed this way before.

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Very Basic - has no MH services or WRAP Limit in it's service provided as it only speak service for West Fresno Rural
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	1. No
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	2. No
3. Is there a completed reference list?	3. yes - 5 listed
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	4. yes - 4 letters
5. Does the proposal include a list or current roster for the Board of Directors?	5. yes

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	Good - completed with requirements
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	① Basic - States WRAP program elements and CPM but does not give details as their own program goals in meeting these elements.
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② Good - List out detail start-up plan and provides a graph of time lines will take 4 mo to start only half of clients with other half starting in Oct 2018, not full capacity until Nov 1 2018 But this does meet county need as they are bidding for just 50 not full 150
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	③ Limit as it targets only one group of the total population.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	④ Good - list detail for all 28 requirements
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	⑤ Yes - list staff titles and current resumes of Ext Staff.

Will hire from communities served
 Will partner with Fresno State, Coligny
 Junior College, online recruitment
 Target Hispanic population 50

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	Will have Spanish Speaking and also other Mexican dialects.
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	(6.) Yes - will have English/Spanish materials, shows understanding of the culture
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	(7.) Yes - details going to where the clients is having things at the Huron NRC having Family identity team members
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	(8.) Good - They are a NRC and has well established partnership, all services provided at NRC
How did this bidder's Scope of Work compare to other bidders'?	Limited as it will serve only specific area of Fresno County, 50 slots for rural clients.

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	(1.) Limited - Using ETO and County data collection Does not fully detail their own program objective and data on this, does 1st youth surveys asked

RFP #18-015 Wraparound Services

2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	② No - list the WRAP general measures out but no program outcomes for them But list 2 outcomes but no way to fully track them other than survey but no copy of survey tools (pg 13-14) ③ Yes - lists Avatar and states they will have tracking system
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Basic - no detailed logic model with data tools, lists out many items but specific to program or use of specific data collection tools

RFP #18-015 Wraparound Services

Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022.	① NO - has 1 yr, but states it would be same for all term years in proposal
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	② Some what - it lists summary of items however does list NBC locations will be used as WRAP locations
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	③ Some what - list salaries and payroll expenses
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	④ listed at 26% of the total as they are only bidding for 50,50 as a portion it seems reasonable at \$1,170,000.
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	⑤ Yes
6. Are there any startup costs identified?	⑥ Yes - a 20% advance
7. Is the cost proposal clear, concise, and cost-effective for the County?	⑦ It is limited and not detailed out as required, but at only 26% of the population it seems cost appropriate but does not meet the full 150.

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	Very limited - does not have all budget yrs or line items, only bidding for 80 slots which is stated as 26% of contract funds
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Limited - Does not have WRAP exp. Will only provide service to one group in rural Fresno areas. Does however really understand needs of target population and has great partnership in the area they want to serve as provider of WRAP

RFP #18-015 Wraparound Services

Bidder Name: Westside Family Preservation Services Network (WFPSN)	Evaluator Number	Date
	#2	1/29/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	① Trauma Informed / Differential Westside Family Preservation Response Services net work appears to have experience working with families who have experienced trauma. Re Target population RFP focuses primarily the rural and Hispanic community which seems many people are not included as the target population most of their programs are delivered in the Spanish language. ② yes - 39 of 150 slots for the Wraparound Program - correction 50 unduplicated ③ Strong and impressive regarding immigration, poverty, generational trauma and domestic violence ④ proposed ⑤ Pg 26 - Lack experience. Per their statement weak area of RFP ⑥ Pg 22 admin staff
2. Does the proposal include the unduplicated number of clients to be served?	
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	

* Most Favorable Bidder

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Had difficulty identifying data info
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	pg. 16 no report of law suits
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	none identified
3. Is there a completed reference list?	(3) yes
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	(4) yes
5. Does the proposal include a list or current roster for the Board of Directors?	(5) pg 26 Organization as

501 c 3 3 Directors referred to as "Executive Board"

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	<i>Bidder appears to understand poverty and diversity. RFP as target in predominantly Hispanic Rural community</i> <i>yes - for Spanish speaking client - they discuss also disparity & disproportionality pg. 7</i> <i>7</i>
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	
How did this bidder's Scope of Work compare to other bidders'?	<i>Bidder already has a relationship due to Differential Response Contract</i> <i>Other bidders had a clearer understanding</i>
Outcomes and Performance:	
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	<i>Bidder</i>

RFP #18-015 Wraparound Services

2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	<i>pg. 27 - Bidder does not expand on outcomes & what they are measuring</i> <i>no - Bidder could have addressed better in RFP</i>
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	<i>NO</i>

RFP #18-015 Wraparound Services

Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	<i>The bidder did not present this area of information clearly. Vef info is in RFP it is not highlighted which is critical.</i> <i>Need more info -</i> <i>NO</i> <i>NO</i>

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	<i>Bidder overall does not appear to be ready</i> <i>Some positive/appealing areas noted in pg 15</i> <i>Do not recommend as wrap around provider</i>

RFP #18-015 Wraparound Services

Bidder Name: Westside Family Preservation Services Network (WFPSN)	Evaluator Number	Date
	3	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	1. Not a thorough understanding of wrap services or overall target population.
2. Does the proposal include the unduplicated number of clients to be served?	2. 39 slots, unduplicated 50/year
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	3. Experience is in rural community,
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	4. Mentions other county contracts...
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	5. Not currently doing it, but ready to learn/implement.
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	6. It does not appear that bidder is ready to provide all requirements.

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	1. unknown, not included.
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	No conflict of interest
3. Is there a completed reference list?	3. yes
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	4. Same letter from 3 diff. agencies.
5. Does the proposal include a list or current roster for the Board of Directors?	5. yes - p. 26 as 1st name.

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	Start-up time frame included, ...
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	3. Does not have the organizational readiness for the capacity of services required.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	It states the scope of work, but to the same level of other bidders
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	5. Plans to hire from the area they specialize in. rural-west county

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	6. Has clear understanding of the population, is west county
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	7. Yes, is brief, not full understanding of program?
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	8. Discusses current cooperation with some agencies, but also some not so cooperative experiences working w/ other agencies
How did this bidder's Scope of Work compare to other bidders'?	

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	Does not seem to have experience with data collection re: performance outcomes

RFP #18-015 Wraparound Services

2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	I did not see No.
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	

RFP #18-015 Wraparound Services

Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022.	No, only Budget for 2021-22 included
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	- Budget not detailed - limited
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	3 - Yes
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	4. No,
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	5.
6. Are there any startup costs identified?	6. Start-up costs not identified
7. Is the cost proposal clear, concise, and cost-effective for the County?	7. NO.

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	It does not appear that this bidder has the capacity nor the ability (currently) to provide the services outlined in the RFP.

RFP #18-015 Wraparound Services

Bidder Name: Westside Family Preservation Services Network (WFPSN)	Evaluator Number 4	Date

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	Bidder has 20 years of service with population that would benefit from wraparound services.
2. Does the proposal include the unduplicated number of clients to be served?	Bidder proposed to serve 50 unduplicated clients each year.
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	Bidder propose program be housed in the Neighborhood Resource Centers in Huron & Medota - to serve rural youth in the 16 communities on the west side of Fresno county.
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	Neighborhood Resource Center that services the community in Huron - contract w/ Fresno county DSS
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	Capable to enter cost and Medi-Cal billing information monthly into the ANAAR system. - Bidder acknowledges they need more training in this area and states they have secured the services of a Medi-Cal billing experienced professional.
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Bidder would be providing wraparound services for the first time. Has less experience but willing to learn and grow. Has excellent cultural competency and willingness and expertise to work with this population.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	p. 16 None Reported
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	None Reported
3. Is there a completed reference list?	yes
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	yes - 4 letters of support
5. Does the proposal include a list or current roster for the Board of Directors?	yes - p. 26

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	This Bidder would be running this contract for the first time. They would be putting together this program for the first time in their community. Bidder seems to have the community support.
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	- propose 39 slots in 16 rural communities - Two wrap teams, Huron & Mendota. goals - Katie A guidelines
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	p. 23 Bidder states their "Start-up" plan and acknowledges it would take 4 months to ramp up to full capacity.
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	Bidder proposes to secure 39 slots (26%) - hire qualified staff - community based interventions - CFTs - collaboration with DSS
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	Bidder focused on cultural sensitivity and explaining the population the same and their staffs ability to connect with clients.

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population? <i>yes</i>	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	Majority of the families that the bidder proposes to serve are Hispanic. "More than 20 years of experience serving this cohort" Bidder states they will provide activities and materials in clients preferred language.
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery? <i>P.3</i>	Bidder described how they secure the voluntary cooperation of the families served. Bidder described how they are already connected with these families by being located in their neighborhood timeliness also stated
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	- DSS to convene the CFTs - use of "teaming" to collaborate with DSS, DBH, probation, and other agencies
How did this bidder's Scope of Work compare to other bidders'?	This bidder really focused on cultural sensitivity "compassion and empathy" to serve their community. Bidder did excellent at breaking down the cultural competency needed to serve this population.

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	- Program Evaluator - Direct interview & surveys - summary of report results

RFP #18-015 Wraparound Services

2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	<i>Bidder reports they will expand in this area</i>
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	<i>Bidder needs to expand in this area and they stated and acknowledged this in their contract.</i>

RFP #18-015 Wraparound Services

Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	<i>N/A</i> <i>Bidder proposes an average annual cost of \$1,170,000.</i> <i>—</i> <i>Yes, Bidder request startup costs</i> <i>needs more work in this area -</i>

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	There was less to compare to.
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Bidder describes self as knowing the target population very well. - Identifies this as a strength and capability to provide the required services. Bidder seems to have their community support. Bidder seems to be very passionate about their community and willing to learn and grow with the support and collaboration of Fresno County.

RFP #18-015 Wraparound Services

Bidder Name: Westside Family Preservation Services Network (WFPSN)	Evaluator Number	Date
	5	1/29/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP? 2. Does the proposal include the unduplicated number of clients to be served? <i>50 clients / portion of bid - Co. preference for vendor</i> 3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas? <i>High, sole target area Huron / Mendota. / Rural Comm.</i> 4. Are descriptions provided of any similar or related contracts under which the bidder has operated? <i>NRC/DR - PSS, newer, this wraparound would be "scale up"</i> 5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system? 6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	Experience through NRC/DR work (Qualified within last 12 years), expertise is in rural area Huron/Mendota. Expertise w/ACBS, but data is ph largely philosophical & reflective, would help to see more examples of "supporting" info, less opinion. • Unclear of Medi-Cal billing capacity (pg 6 Q-12, one staff has experience - PG 7 B A, but they'd hire staff w/ this expertise. • Really align & philosophically agree w/ Wraparound model, as described in numerous locations (pg 8 Q17, pg 4 Q7) • Minimal, one clinical staff w/ experience known • Video (?) • Strongest areas are philosophy & rural expertise - would not be "sole vendor," as County preference. <i>(20 years)</i> NRC

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	None outlined
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	None outlined
3. Is there a completed reference list?	Yes
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	City of Huron, City of Coalinga, Boys & Girls Club, Huron PP,
5. Does the proposal include a list or current roster for the Board of Directors?	

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	local letters of support, minimal documentation - no samples, data, etc. only letters of support. of 4 bidders SD1. provided more documentation than letters to demonstrate capability & expertise.
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	Indicate trauma informed care & ongoing training of staff (not clear how), 39/150 will be served (Co. preference, unclear in 16 rural comm. 2 bidders)
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② Very basic - a few sentences, over simplified - not in line w/ complexity of SW (Pg 12)
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	Minimal, this would be added service, new to medi-cal billing as agency & does not show as strong as other bidders - limited wrap experience
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	very philosophical writing, need more definitive plans
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	yes, but not clearly reflected in budget.

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hire racially, ethnically diverse staff that are reflective of the target population?	Yes, also w/ focus on <u>mural</u> employm.
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	English / spanish / philisophical understanding, not enough substantive / definitive examples
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	Using NRC's as one-stop to engage & support clients.
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	mentioned, but on pg 1, outlined that DSS & MMC "scolded" ED - interesting & wonder if reflective of ability to adapt/partner & bring others along the journey of mural need.
How did this bidder's Scope of Work compare to other bidders'?	lowest ranking, not as detailed w/ substantive plans or ability/capacity. Does have mural expertise
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	on staff (not 3rd party) evaluator • process tracking outcomes - on case mgt.

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	→ no, largely, internal staff/supervisors will oversee. Outside of some surveys, mainly what's in outcome section made as program design Avatar data system to track & report to county	(pg 38) satisfaction/quarterly
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Not enough clear tools & the no clear quality assurance or client outcome. How will clients progress, lower level of care, etc?	

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? NO 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? NO 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? Need more detail 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? NO 7. Is the cost proposal clear, concise, and cost-effective for the County? NO	2021-2022 FY/Narrative included only Could not locate year by year budget & narratives NO, only FTE percentage, no clear breakdown of staffing & staffing outlined does not reflect RFP goals - minimal. No facilitators, parent partners, child/family specialists. INA

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How did this bidder's Cost Proposal compare to other bidders?

Incomplete (Table of cont. budget before checklist, only permit exhibit B)
- lowest ranking budget.

Overall:

What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?

Comments

Appreciate mural expertise, but not demonstrated expertise w/ target pop. or medical billing. Cannot meet preferences of 1 vendor (latter, not a "deal breaker", but noting here. Lowest ranking application. IV emphasis. Value philosophy of understanding holistic approach/wrap.

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Bidder Name: Mental Health Systems (MHS)	Evaluator Number	Date
	1	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	① Good, has past exp. with being Fresno WRAP provider. Current WRAP provider for San Diego and San Bernardino.
2. Does the proposal include the unduplicated number of clients to be served?	② Yes - 150, or 50 each year open to just portion
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	③ High level, currently delivering services to rural areas in Fresno County.
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	④ Yes - 11 programs, 2 current WRAP programs. Past Fresno WRAP provider, has other MH services pg. 11-14
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	⑤ Good - has history of Medi-Cal Billing. Has current medi-cal billing programs. Will need new medi-cal certification for this program if awarded.
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	⑥ Good level - list out each requirement. However does not state process if parent partner is refused by clients.

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Good - detailed out services they provide that are like WRAP, service for 2 other counties for WRAP.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	① Yes - 1 resolved for big bugs in facility 1 - current for meds issued to them
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	② NO
3. Is there a completed reference list?	③ Yes - 5 listed
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	④ Yes - 3 letters
5. Does the proposal include a list or current roster for the Board of Directors?	⑤ Yes

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	Basic - has completed section, does have 21 lawsuits - 1 for residential clients and another for meds services No 5020 budget which is a concern
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	① High level, provides examples of Team approach, understanding of developing natural supports, has youth partners and education liaisons.
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② High level - will be ready to serve clients July 1, 2018, no lag time for start-up.
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	③ High level - details out understanding of family/child being the experts, being flexible to client need, supporting all life areas
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	④ High level - provide example of family plan has adm and support services in place understands past Fresno WRAP operations
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	⑤ Yes - Will use local recruitments Has current connection to CSU and USC schools

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	⑥ Yes - will ask client directly their needs Has training in place and will hire to reflect the target population ethnicity
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	⑦ Yes - has engagement plan, and also "Family Nights", will provide immediate support if needed prior to IRPC enrollment, 2 hr response
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	⑧ Good - list out current partnerships through other MH contracts and JSC, the colleges
How did this bidder's Scope of Work compare to other bidders?	Good, very detailed, uses examples to show program elements, had good past service to WRAP showing improvements from 12 mo to 6 mo with successful discharges.
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	① Yes - Has medical billing exp. Uses data collection now - WFI, CANS, Contract Activity reports, Has a QI department

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	② Yes - lists out outcomes in line with contract scope of work, has copy of logic model on pg. 69 with specific goals/outcomes ③ Yes - Has Avatar use and own IT supports
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Good - has detailed logic model, lists the data collection tools, can use avatar

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022.	①. Yes - details with line items and narratives ②. Yes - Reports they already have some office space to use
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	③. yes
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	④. yes
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	⑤. yes
6. Are there any startup costs identified?	⑥. NO
7. Is the cost proposal clear, concise, and cost-effective for the County?	⑦. yes

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How did this bidder's Cost Proposal compare to other bidders?	Good - no start up cost, will keep to RFP budget each year
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Good - shows understanding of target population, currently working in rural community, current WRAP provides for other counties, able to use data and bill medical in the past.

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Bidder Name: Mental Health Systems (MHS)	Evaluator Number	Date
	2	1/30/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	Bidder has a solid understanding of wrap around program - pg 24 yes yes - pg 11-16 @ pg 27 pg 26
2. Does the proposal include the unduplicated number of clients to be served?	
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	Former contract with Fresno County - Have a good understanding of rural community.
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	Bidder has experience as noted in RFP -
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	Strong ability

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders? <i>pg. 25</i> <i>pg 26</i>	<i>MH systems provided data sales data pg. 25</i>
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	<i>pg. 22 - litigation covers year 2011-2017</i>
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	<i>none noted</i>
3. Is there a completed reference list?	<i>yes - Strong Supporter</i>
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	<i>yes pg 20</i>
5. Does the proposal include a list or current roster for the Board of Directors?	

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs? 2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County? 3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services? 4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services? 5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	<i>Pg. 62 MHS Has long history serving Kalle A sub class population</i>

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	<i>pg 26</i>
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	
How did this bidder's Scope of Work compare to other bidders'?	<i>Scope of work is favorable along with bidder upst & Central Mar</i>
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	<i>pg. 25</i>

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022.	① Cost proposal is detailed and clear. Covers all 4 years Addresses positions and salary in detail - here items
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	②
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	② yes
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	③ yes
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	④ Budget narrative is descriptive ⑤ pg 73
6. Are there any startup costs identified?	→
7. Is the cost proposal clear, concise, and cost-effective for the County?	④ unsure Unsure

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How did this bidder's Cost Proposal compare to other bidders?	* Bidder size does not sway reviewers opinion around performance. * Same as other bidders
	except West Family
Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Overall Assessment - is favorable with concern re the litigation and sustainability - re crisis response. Cases not clear * pg. 41 - billing coordinator -

RFP #18-015 Wraparound Services

Bidder Name: Mental Health Systems (MHS)	Evaluator Number	Date
	3	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	1. experience due to prior contract w/ wrap
2. Does the proposal include the unduplicated number of clients to be served?	2. YES, 150
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	3. YES, has a plan to address rural population
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	4. YES, current MHS contracts + previous wrap contracts
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	5. Has experience w/ medi-cal billing
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	6. would have liked to see more.

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How did this bidder's Company Data compare to other bidders?	
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	1. yes, 1
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	2. NO
3. Is there a completed reference list?	3. yes
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	4. yes
5. Does the proposal include a list or current roster for the Board of Directors?	5. yes

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	yes
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	2. Implementation timeframe ok
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	3. organizational readiness ok
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	4. yes, very thorough
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	5. yes + USC / FSU interns MSW

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	6. Yes.
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	7. yes, engagement → delivery explained
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	8. currently works cooperatively, will continue
How did this bidder's Scope of Work compare to other bidders'?	

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	1. yes

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 – June 30, 2020; July 1, 2020 – June 30, 2021; July 1, 2021 – June 30, 2022.	yes
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	yes
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	yes
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	yes
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	yes
6. Are there any startup costs identified?	yes. \$ 172,404
7. Is the cost proposal clear, concise, and cost-effective for the County?	yes

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	

RFP #18-015 Wraparound Services

Bidder Name: Mental Health Systems (MHS)	Evaluator Number 4	Date

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	The bidder listed and described 11 different programs in which they serve children and families experiencing mental health and behavioral challenges, as well as substance abuse.
2. Does the proposal include the unduplicated number of clients to be served? <i>50 unduplicated</i>	150 currently served - 50 new clients per year - during the 3 year contract term. 10 unduplicated clients per caseload
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	Bidder stated from 2010-2015 they held wraparound contract where at that time they served rural and underserved areas. (Coalinga, Reedley, Fowler, Huron, Kernan, etc.)
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	The bidder describes similar contract currently and previously held. (Wraparound 2010-2015)
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	Bidder states ^{They have provided} Medi-Cal services in past contracts. p. 25 states "Expertise as a Medi-Cal billing provider." "Avatar" - MHS will access Avatar through a secure website. pg. 65
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	

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How did this bidder's Company Data compare to other bidders?	less company data in comparison to other bidders. This Bidder has held the wraparound contract in the past however they seem to have less information than the bidders.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	None Reported One Reported on p. 22
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	None known
3. Is there a completed reference list?	yes
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	yes
5. Does the proposal include a list or current roster for the Board of Directors?	

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	Bidder lists 7 goals proposal (p. 38-39) and describes objectives that consist of Department needs for target population.
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	p. 36 testing procedures within 30 days (county 60 days) " policies and procedures in place for these timelines "
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	Bidder demonstrates solid plans to implement the wraparound services needed. Also notes that they have provided these services in the past.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	Bidder describes the intensive, coordinated, community-based services that it will provide & how they will be implemented. including p. 36 CFTs, (Katie A. Cone Practice Model training)
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	Hire a program manager to provide clinical supervision (1) staffing chart p. 41

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hire racially, ethnically diverse staff that are reflective of the target population?	yes → Bilingual proficiency staff (All staff hired within 30 days)
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	- Staff diversity, staff competence - training and supervision - Cultural competence through Service Delivery - Trainings
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	This engagement phase - developing the family's BIG strength based / Olet Family centered GONZ
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	
How did this bidder's Scope of Work compare to other bidders'?	Bidder has held contract in the past and seems to know the scope of work for this population.

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	MHS tracks client outcomes - Family functioning, goal attainment: YSS, Client satisfaction survey, CANS, monthly activity reports... p. 66

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	p. 68 explains how the bidder will measure outcomes -- Access to care, effectiveness, efficiency, collaboration, satisfaction & compliance. CANS, wraparound fidelity index and Youth & Family Satisfaction Surveys.
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	

RFP #18-015 Wraparound Services

Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	yes personnel Salaries Facilities/Equipment Expenses Operating Expenses Financial Services Expenses Special Expenses Fixed Assets also added 2022-2023 yes yes clear and concise

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	This bidder has held the wraparound program in the past and they seem to know the process and what is needed in order to run the program. The bidder does focus on the population intended and they also focus on having the right staff to assist this population. Bidder also focus on the supervision needed to guide staff.

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Bidder Name: Mental Health Systems (MHS)	Evaluator Number	Date
	5	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	1) Succinct narrative of familiarity, clearly outlines challenges youth in wrap may have & steps & justice/cw clients they serve. Current provider of wraparound services in other counties.
2. Does the proposal include the unduplicated number of clients to be served?	2) Not outlined
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	3) Unclear, does not highlight rural specific
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	4) Page 11-14, table outlines similar contracts, some w/ current or previous wraparound experience
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	Not addressed in the company data section
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	6) Multiple steps w/ finance (LPA) experience & IT for information mgt. / client service delivery - strong infrastructure.

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Sparsely, too succinct, could use more explanation, especially w/ medi-cal billing, not addressed. The table of relevant contracts is very helpful.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder? NO, page 7 - page 22 = litigation pending 2. Is there any conflict of interest with the bidder in providing the services sought by this RFP? None outlined pg 5 3. Is there a completed reference list? Page 8, 148. 4. Are materials (e.g. letters of support) indicative of the bidder's capability included? NO included 5. Does the proposal include a list or current roster for the Board of Directors?	→ letters: Fresno PSS, UPAC, PERT Clinician. & no alternate added info to speak to capability or expertise. Able to serve 60 California communities.

• Attending Community Meetings is NOT partnership
 or demonstrative of community collaboration/leadership
RFP #18-015 Wraparound Services

• Mental health is important, but also engaging to do
 whole family & partners
 outside of the 3 letters of support, with
 the described experience, supplemental
 materials would have been helpful
 in describing ability & ability to serve
 population, outside of having some contracts
 & to speak to assessment tools, samples.

How did this bidder's Documentation compare to
 other bidders?

Scope of Work Proposal Requirements:

Comments

1. To what degree does the proposal demonstrate a
 program design, program goals and objectives
 consistent with the Department's needs?

① - 150 service / 50 new / year (not 150/year)
 - wrap approach & service delivery model
 Demonstrated wrap provider pg 24

2. To what degree does the proposal indicate an
 appropriate implementation/start-up timeframe?

- Program design = vanderBergs 10 princ.
 - understanding of population
 - serves rural areas

Will this timeframe meet the needs of the County?

Hiring timeframe pg 32 / pg 60 / pg 64

3. To what degree does the bidder demonstrate the
 organizational readiness to implement the
 requested services?

Expertise in wrap & working w/ population
 w/ research / outcomes of existing service

4. To what degree does the proposal demonstrate an
 understanding of the Scope of Work, and address
 all areas identified in the RFP with definitive
 operational plans for providing the services?

④ - safety plan, strength based assessment
 & needs identification leading to
 plan development phase / Planning →
 Implementation phase pg 34
 outlines assessment & family goals
 Transition Phase (pg 35) - Family Night
 & parent Advocacy group

5. Does the bidder include a detailed description of
 their staffing plan, including number of staff,
 qualifications/experience, training and
 licensing/credentialing requirements and plan to

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	pg 40 - staff reflective of clientele / bilingual
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	outlined on page 31 w/ multiple tactics / strategies pg 32 - staff reflection (translation included in budget as well) *Quality Assurance/Accountability is unclear
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	Yes Phase 1 pg 32!
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	pg 38 - understands importance of Co. Collaboration - pg 39 Client examples of partnering to meet client needs, diff agencies / sectors
How did this bidder's Scope of Work compare to other bidders'?	Included key phases of service delivery & has experience w/ wrap. Not as many tools, or quality assurance as other bidders (Central / uplift - no order) internal/minimal through VR & PM's

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	pg 24 - client survey results from Fresno Co. clients - demonstrated survey exp. Pg 29 lists program Goals pg 32 goals w/ activities Process measures explained in each service phase pg 33/34

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? pg 169 outcome matrix 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	Largely process/ea service measures/tracking), does reflect client satisfaction goals & uses example in row #24. from other client surveys. - Domain Matrix for wrap, Pediatric symptom, monthly reporting. ➤ No/unclear
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Within top 3 - uses some tools & client outcomes (based on case goals)

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? <i>Yes</i> 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? <i>Yes</i> 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? <i>Yes</i> 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) <i>Yes 14.5%.</i> 6. Are there any startup costs identified? <i>Yes \$264K</i> 7. Is the cost proposal clear, concise, and cost-effective for the County? <i>Yes</i>	<i>Budget by year as requested follows all requirements. Staff increases are there over year, but not as competitive as other bidders. Overall reasonable</i>

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How did this bidder's Cost Proposal compare to other bidders?	Salaries included not as competitive w/ year over year increase, but overall reasonable. The salary is of note for concern w/ turn over of staff - does not all continuity of care
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	

RFP #18-015 Wraparound Services

Bidder Name: Uplift Family Services	Evaluator Number	Date
	1	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	① Very High level - 13 yrs as Fresno WRAP provider. Started the WRAP design in CA in late 1990's. Current WRAP provider for 8 counties other than Fresno, Current MH provider for Katella A Child Welfare MH.
2. Does the proposal include the unduplicated number of clients to be served?	② Yes - 150 slots, 198 unduplicated clients
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	③ Good - provides services in rural Fresno now - home/school based service
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	④ Yes - Attachment 3 at least 16 related contracts for WRAP, TBS, MH services
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	⑤ High level - Certified now and has been since late 1980's
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	⑥ High level - addressed all listed RFP requirements, Has admin structure in place to meet contract expectations

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How did this bidder's Company Data compare to other bidders?	Very detailed, high level understanding of target population, served as WRAP providers for many years throughout CA, 13 yrs for Fresno, Current MH provider, current foster/group home provider.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	① Yes - 11, 4 employment, 1 Foster Care, 6 Residential None related to WRAP services
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	② None noted - but Lp 1, 14 is current MH provider for Fresno however different contract and billing
3. Is there a completed reference list?	③ Yes - 5 listed
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	④ Yes - 7 letters
5. Does the proposal include a list or current roster for the Board of Directors?	⑤ yes - Attachment 4 and in narrative

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How did this bidder's Documentation compare to other bidders?	Good - completed requirements Does lawsuits for other programs Have and employee related
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	① Very High level - Has WHAP, CPM, Training and data informed elements. IS also Trauma informed
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② High - current provider, no disruption in client services
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	③ Very High level - Has been Fremo provider for 13 yrs with out a disruption in services or audit issue currently
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	④ High level - Addressed all areas, detailed out program services and provided detail on service delivery elements
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	⑤ Yes - Very detail plan, job descriptions and current resumes of staff Hire from local communities

Hire different lang needs
14 lang on staff including Threxford
Lang for Fremo - Spanish / Hmong

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	(6.) Yes - has only Threshold long on staff but has translation services
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	(7.) Yes - detailed out contract, engagement, teaming, transition steps, Connect to Team members that share family culture/ethnic backgrounds.
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	(8.) High level - Community Partner Meetings, ICE, CFT, has list of partners they use to support families state Trainers for WRAP.
How did this bidder's Scope of Work compare to other bidders'?	Very High level - detailed out services listing examples of plans, high understanding of WRAP program elements and CFT use.
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	(1.) Yes - provided detail logic model and examples of data tools CAN, WFI, Surveys

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked?	(2.) Yes - Very detailed <u>SMART</u> data tracking of outcomes, provided examples of data tools
3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	(3.) Yes - Has Avatar, Wellbriety, and SSRS systems
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Very Good - listed out clear outcomes with data tools, provided examples of tools

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022.	① Yes - completed all with narratives. However yr 5 does not list clinician which is required position
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	② Yes - completed line items, stay at budget of RFP all years. Spoke about shared cost across programs when allowed
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	③ Yes - listed out each year
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	④ Yes - detailed items seem to be in line to services provided
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	⑤ Yes - seems appropriate due to lic. needs and other special service needs
6. Are there any startup costs identified?	⑥ NO
7. Is the cost proposal clear, concise, and cost-effective for the County?	⑦ Yes - meet RFP budget all years. Will explore all resource prior to request WRAP funds for family services

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How did this bidder's Cost Proposal compare to other bidders?	Good - line items listed, spoke about using others resources before using WRAP funds for client supports
Overall: What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Comments Good - shows long history of providing WRAP services in CA and 13 yrs in Fresno, understands needs of clients in program, WRAP trainers and help develop the WRAP program in CA. Has show ability to have high level clients service under current WRAP contracts to at least 7 counties.

RFP #18-015 Wraparound Services

Bidder Name: Uplift Family Services	Evaluator Number #2	Date 1/28/18
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Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	① Bidder demonstrates strong understanding. Has been a Wrap Provider since 2004
2. Does the proposal include the unduplicated number of clients to be served?	② yes pg 31 & pg 32
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	③ Solid understanding of program and delivery of services
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	④ Solid understanding ⑤ yes - pg 127
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	— pg 20 Performs Short-Doyle Medi-Cal billing (yes)
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	⑥ pg 22 of RFP Positions detailed pg 24

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How did this bidder's Company Data compare to other bidders? pg. 12 pg 19 > very positive	Data & outcome info very informative outlines where service delivery will occur & % served. Data noted % of youth with MH problems & residential treatment centers pg. 14
Documentation: 1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder? 2. Is there any conflict of interest with the bidder in providing the services sought by this RFP? 3. Is there a completed reference list? 4. Are materials (e.g. letters of support) indicative of the bidder's capability included? 5. Does the proposal include a list or current roster for the Board of Directors?	Comments ① pg. 26 - No grave concerns noted ② No - ③ yes - pg 9 ④ yes yes

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How did this bidder's Documentation compare to other bidders?	Bidder is strong and well documented RFP. Proper Uplift over MHS & West Preservation Documentation
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	① Program goals and designs seek to address CPM - Core Practice Model IHBS - VLEC & CFT
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② This is consistent to Fresno DHS
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	③ Bidder is ready - Performing Service to DHS.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	pg 27 Scope of work narrative pg 28 pg 31 STRTP - Knowledge pg 30
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	No - not clearly "Cultural Vision Statement" is discussed in general terms pg 40, 41, 42

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	⑥ pg. 41 - 4 pg 79 explains how bidder plans to meet needs of youth from different ethnic backgrounds yes pg. 63 in regard to crisis narrative requires more explanation
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	
How did this bidder's Scope of Work compare to other bidders'?	upset bidder presents favorably with stiff competition with local others & then NHS
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	yes

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	Ⓚ yes - pg 83 - The CANS Tool - Child and Adolescent Needs & Strengths Tool is explained in depth and how outcome will be captured
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	→ ⓑ Youth Surveys discussed pg. 85, 86, 87 - Very Knowledgeable

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022.	Budget for all 4 years spelled out clearly } yes pg. 89, 90, 91, 92, 93
2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal?	yes
3. Does the proposed personnel detail include salaries, payroll tax, and benefits?	yes - line by line & narrative form
4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations?	
5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead)	pg 134 - Organizational Chart shows vacancies that involve family specialist
6. Are there any startup costs identified?	NO
7. Is the cost proposal clear, concise, and cost-effective for the County?	yes

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How did this bidder's Cost Proposal compare to other bidders?

Solely Clear & Concise
like Central State
bidder

Overall:

What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP? ** Favorable*

Budget narrative

** Award recognition
re HB/BTC population
favorable rating.*

** Reference list
impressive*

Conflict of interest

*Statement very
clear*

Comments

*Bidder has ability,
experience and knowledge
to provide Wraparound
services to target population
Concerned about
training needs of staff
due to FTE vacancies
Concern re slow responses
to extreme crisis responses
on more than 1 occasion
when placement options
are limited.*

*pg. 61
small print*

Page

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Bidder Name: Uplift Family Services	Evaluator Number	Date
	3	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	1. Extensive + detailed familiarity + experience regarding services + target population
2. Does the proposal include the unduplicated number of clients to be served?	2. Yes, 152
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	3. States has experience, but lacks how it plans to serve/provide services to this area/population.
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	4. Yes, multiple contracts throughout the state, current/previous contracts locally.
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	5. Extensive experience w/ Medical Billing,
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	6. Both are demonstrated in what was provided.

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How did this bidder's Company Data compare to other bidders?	
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	1. - No
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	2. No conflict known
3. Is there a completed reference list?	3. yes, complete reference list.
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	4. yes
5. Does the proposal include a list or current roster for the Board of Directors?	5. yes, none local.

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How did this bidder's Documentation compare to other bidders?	
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	1.
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	2. Start-up not needed, currently providing the services.
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	3. Organizational readiness is clearly demonstrated.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	4.
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	5. staffing plan is clearly defined

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hire racially, ethnically diverse staff that are reflective of the target population? 6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population? 7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery? 8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	6. 7. Client engagement is described from 1st contact → delivery. 8.
How did this bidder's Scope of Work compare to other bidders'?	

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	yes, there is an understanding & experience w/ data collection & reporting

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	2. Yes, data & outcomes are understood, + experience w/ tracking 3.
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	1. Yes, all years are included 2. Yes, very thorough. 3. Yes, all addressed 4. Yes, I think so. 5. Yes. 6. Didn't see any, but does not need start-up 7. Yes.

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How did this bidder's Cost Proposal compare to other bidders?	
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	

RFP #18-015 Wraparound Services

Bidder Name: Uplift Family Services	Evaluator Number 4	Date

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	Uplift is current holder of wraparound contract Has familiarity & experience with target population - Provided wraparound since 2004 in Fresno for 13 years
2. Does the proposal include the unduplicated number of clients to be served?	ISO clients at any given time Bidder reports, in FHIT UFS served 196 unduplicated clients.
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	Bidder currently provides wraparound services in rural areas. Current wraparound contract for Fresno County.
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	Bidder has been already performing Medi-Cal billing and the use of electronic systems. P. 70 indicates Uplift's most recent audit resulted in zero discrepancies. --uses mutar
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	Bidder has been providing these services to target population for the past 13 years. since (2004)

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Bidder demonstrates an understanding of the program needs and functions.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	WFS' Lawsuits/Legal Actions from December 2012 to the present.
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	None Reported
3. Is there a completed reference list?	yes - p. 9
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	⓪ letters of support - yes
5. Does the proposal include a list or current roster for the Board of Directors?	yes - p. 81 - Attachment 12

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How did this bidder's Documentation compare to other bidders?	Bidder is organized and has procedures on documentation clearly stated.
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	Proposal has current goals and plans to continue with goals and objectives that have already been successful.
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	Bidder proposes to continue operation of program without any disruption.
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	"
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	Areas of scope of work are clearly stated by bidder. They report to be currently running this program successfully.
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	p. 74 Bidder states they currently have 48 staff employed for Fresno wraparound program. Trained and experienced in providing wraparound services and partnering with CWS, Probation & DBH. p. 78 States UFS teaches and reinforces the importance of cultural humility. Ethnicity of staff stated p. 79.

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	p. 413 - Through prioritization, prompt response to referral sources, and establishment of CPT's.
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	"teaming"
How did this bidder's Scope of Work compare to other bidders'?	Bidder is experienced in the work for wraparound services with target population. In comparison to other bidders this organization has the most experience.

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	p. 82 - CANS, CEDE, Youth Services surveys, WFI-EZ and post discharge survey. WFASTOM 2.0 - Bidder states they use outcomes and evaluations as key component for quality improvement (cal)

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	<i>yes ^{self-reports} - question</i> <i>yes - Bidder describes their current method of tracking and its effectiveness.</i>
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	<i>Good data collection and organizational skills.</i>

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; ✓ July 1, 2019 - June 30, 2020; ✓ July 1, 2020 - June 30, 2021; ✓ July 1, 2021 - June 30, 2022. ✓ 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	yes - detailed proposals for cost provided yes yes 3 bidders have similar cost proposals - -none reported yes

RFP #18-015 Wraparound Services

How did this bidder's Cost Proposal compare to other bidders?	3 bidders have all similar budget proposal with exception of the mental proposal (Westside Family)
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Bidder has extensive experience in running Wraparound program. Bidder reports to be ready to continue services with no disruption. the most experienced Bidder.

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Bidder Name: Uplift Family Services	Evaluator Number	Date
	5	1/30/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP? 2. Does the proposal include the unduplicated number of clients to be served? 5000/1997, current 600/year 3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas? 4. Are descriptions provided of any similar or related contracts under which the bidder has operated? 5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system? <i>Audit trail & HIPAA compliant, medi-cal not specified outlined pg 24.</i> 6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	1) Extensive experience (pg 12) over 20 years experience, mission aligned, wrap programs since 1997 have served more than 5,000 unduplicated (6000/annually), exp. SB103 wrap, CAPP, Katie A.) CPM. As well as STRTP involved! * FY16-17 exceed performance goals - in school, community, out of trouble!! Strong understanding of POP - pg 13 table of challenges of clients & pg 14 stats on population outlines a multitude of service models used! Outline of stability/self sufficiency outcomes - pg 16/ Connected principles & operations to needs of grant / Fresno Co. / 19/19 Wrap. • Attachment 3 - relevant contracts. 6) Strong admin/staffing/capacity to meet/exceed all requirements. Very detailed in Admin capability!!! Pg 25

billing

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?

Outstanding - very detailed in explaining expertise & capacity not only to meet all requirements, but exceed expectation / performance goals! Really stands out!!

Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder? No - pg 8, litigation 303-304 (can't see blue type) 2. Is there any conflict of interest with the bidder in providing the services sought by this RFP? No - page 6 3. Is there a completed reference list? Yes - pg 9 4. Are materials (e.g. letters of support) indicative of the bidder's capability included? → pages 291-299 5. Does the proposal include a list or current roster for the Board of Directors? Yes pages 334-336	• Central California Recovery, CVS, CASA, Cradle to Career Fresno Co, EPH, Transitions, Turning Point, Ray of Hope, • pages 305-306 - outcome measures/assessment tools • pages 327-333, Clinical licensure samples & pg 337 - general liability

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	Pending litigation - Concern? Excellent documentation outlines org, assessment/tools.
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	• existing providers since 2004, extensive exp w/ wrap spec. w/ Fresno County, strong understanding of pop. (pg 29) outline client challenges
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	- outlined EBP & needs of CFT teaming meetings/process (29-30)
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services? pg 30	- clear eligibility/application understand → high/starting provider / Ready! (31)
4. To what degree does the proposal demonstrate an understanding of the <u>Scope of Work</u> , and address all areas identified in the RFP with definitive operational plans for providing the services?	• Integrated service model (35) • Core service wrap - 38! Very good & outlines each service comprehensively in line w/ RFP
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	- Multitude of tools outlined throughout RFP, all aligned w/ wrap specifically pg 41 - cultural comp. / civil Rts team (litigation concern)?

• Safety/Crisis planning (63)

Staffing pg 75 - very detailed / demonstrative
of County needs - enough facilitators?

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Page 122

hire racially, ethnically diverse staff that are reflective of the target population?	- pg 79 - staff ethnicity breakdown
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	Cultural / Civil Rts, pg 52 Numerous examples throughout SOW, multiple sections
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	page 33 - examples / pg 34
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	
How did this bidder's Scope of Work compare to other bidders'?	Top 2

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	Progress tracking (45) Numerous examples of CW assessments used, surveys, Wrap Fidelity, discharge tracking

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	Tableau dashboard
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Top two (uplift/central) *Strength - effective current provider/strong exp w/ existing wrap services

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? <i>Yes</i> 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? <i>Yes</i> 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? <i>No, but N/A as existing provider</i> 7. Is the cost proposal clear, concise, and cost-effective for the County? <i>Yes</i>	<i>Budget year by year as requested w/ narrative</i> <i>Increase for staff over years</i> <i>Yes, all reasonable</i> <i>W/ 15 facilitators/10 not reflected, seeing existing provider, does this impact quality of care based on slightly higher case load/facilitation load</i> <i>Concern year 5, Clinician is cut & Admin pay increase - Can't bill/provide services w/ no clinician</i> <i>medical</i>

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How did this bidder's Cost Proposal compare to other bidders?	Top 3 (no order uplift, MHS Centralist)
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Top 2 bids. As outlined in RFP, current provider

RFP #18-015 Wraparound Services

Bidder Name: Central Star	Evaluator Number	Date
	1	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	① High level familiarity with target population serves CWS clients in Fresno, LA, Santa Clara and many other counties. Has Spanish and Hmong speaking staff. Understands needs of CTEC and LBGTQ and trauma effects, 30 of MIT programs
2. Does the proposal include the unduplicated number of clients to be served?	② Yes - 150 slots
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	③ Good level, has served in rural areas and currently doing Home Base Services in Fresno rural areas
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	④ Yes - very detailed for LA and Santa Clara
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	⑤ High level - is billing now with out issues
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	⑥ High level - detailed out out comes show in working WRAP for other contracts, can connect local service supports to develop ind. plans. Able to show effects through a case example.

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Very detailed, show high understanding of target population and able to bill medical services. Currently has a WRAP/MT contracts with other counties. Current MT provider for Fresno
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	① No
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	② No, but I question the mental health service as they are currently the Katre A mental health provider for CWS Fresno but see with there separate Billing process this would be accounted for separately.
3. Is there a completed reference list?	③ Yes - 7 listed for residential clients and med services
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	④ Yes - 10 letters
5. Does the proposal include a list or current roster for the Board of Directors?	⑤ Yes, pg. 26

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How did this bidder's Documentation compare to other bidders?	Good - had positive letters and completed section
Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	① Good, listed details for each of the RFP program design and provide admin/service requirements (1-28). Uses team approach and Katie Core franchise Model
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② Will be ready on July 1, will have 2 mo start-up period which includes 45 days for training staff This seems reasonable and they have exp in transition plan for current clients
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	③ High level, they detail out current contracts for WRAP that show good results many Mlt programs with high exp. level to support pop. needs.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	④ Very well, very detailed exp. of service delivery, data tracking, medical billing, community partnerships.
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	

RFP #18-015 Wraparound Services

hire racially, ethnically diverse staff that are reflective of the target population?	⑤ Yes - Clear list with ed. specific to each staff plan to target ethnic group hires to job recruitment to Latino and Hmong groups
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	⑥ Yes - Cultural Attachment Training Plans Matched WRAP staff to client/family group
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	⑦ Yes - Lists engagement plan from referral to first CFT meeting Go to client where they "live, work, parent/caregiver groups, play"
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	⑧ Good - list plan to work with all team members, flexible to SW time and family time needs, list positive work with County on other contract - no issues Good adults
How did this bidder's Scope of Work compare to other bidders?	High level detail, used care example to explain program elements. Will have 2mo startup.
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	① Yes - high level, have standardized data collection of tools in place now provides examples of data reports and data assessment tools

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked?	② Yes - provided examples of measures and reports
3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	③ Yes - TQM and EHR, Avatar Has assign staff to track data Research Program Practices Department
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Very good - has multiple data tracking, understands use of Avatar and medical billing standards.

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	1. Yes - keeps to per year max, provides line items and narratives 2. yes - In kind is listed under narrative for training and slave Adm support across all SBHG programs 3. yes 4. yes 5. yes - no major concerns stood out 6. NO - no advance requested, will use some current staff to start and hire after contract is awarded 7. Yes - stays with awarded funds. Tries to use medical billing as much as possible

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How did this bidder's Cost Proposal compare to other bidders?	Good - no advance requested stays in budget each year, lists like item costs
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	Very good, show long history and current services provided as WRAP agency, able to link into other MH services such as the crisis PFA Center and ongoing MH programs that they also have contracts for. Trainers for WRAP program

RFP #18-015 Wraparound Services

Bidder Name: Central Star	Evaluator Number	Date 1/27/18
	# 2	

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	1. Bidder appears to have vast knowledge, experience & education re target population 150 kids up to 20.5 years - 15 years or more experience
2. Does the proposal include the unduplicated number of clients to be served?	2. Does the unduplicated clients did not see in RFP or missed at
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	3. Bidder indicates clear understanding of rural outreach/need
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	4. Southern Ca. Contracts LA Social Services / Santa Clara & Fresno DBH
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	5. Bidder has detailed Resumes of staff & their educational background and experience
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	

RFP #18-015 Wraparound Services

How did this bidder's Company Data compare to other bidders?	Central Area showed direct service delivery regarding clients served. Unique data addressed drug/gang problems in Fresno California.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	1. litigation and or pending legal cases not clear.
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	2. None mentioned per RFP
3. Is there a completed reference list?	yes - Dr. Samika London & others
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	yes -
5. Does the proposal include a list or current roster for the Board of Directors?	see illed not list of Board of Directors or missed it in RFP

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How did this bidder's Documentation compare to other bidders?	Hands out - Bidder Hands out in written detail re RFP, Scope of work, budget of 4.5 + ability to invite a second support provider
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	① Program is strength based embraces diversity & can respond to acute Specialty MH crises
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	② July 1, 2018 - Seems quick but Central State has per statement ability to carry more than 1 provider -- (smaller)
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	③
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	④ Clear understanding of scope of work.
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	⑤ yes - Happens FTE spelled out. Surprised re 1 FTE for a manager

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	unknown if unfilled positions will hire professionals that are American Indian, African American and of different ethnic groups
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	⑥ Verbage is standard - Data supports various ethnic groups will be served.
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	⑦ yes - first 3-days - Tues 30 -
How did this bidder's Scope of Work compare to other bidders'?	⑧ more could be explained although noted in Scope of Work section. Solid understanding of CSM Katie A - VCC etc
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	yes - Goal of 65% graduation rate proposed re youth compared to Har View Data

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	<i>Would like to hear more about how CANS Tool / Data will be used.</i> <i>yes</i>
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	<i>_____</i>

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; ✓ July 1, 2019 - June 30, 2020; ✓ July 1, 2020 - June 30, 2021; ✓ July 1, 2021 - June 30, 2022. ✓ 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	<i>Fiscal plan 2018-2019 - time period</i> <i>yes - 2019-2020</i> <i>4 years 2020-2021</i> <i>budgeted 2021-2022</i> <i>unknown or missed section for all areas -</i> <i>yes</i> <i>relative</i> <i>Relatively yes</i> <i>clear & concise -</i> <i>unknown if cost effective for county.</i>

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How did this bidder's Cost Proposal compare to other bidders?	Comprehensive and addressed all 4 years of service compared to others
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP? * Budget appears to be much more cost effective in that their program address STRIP as a last resort because scope of work is expansive.	Overall Assessment is very <u>favorable</u> Concern or mixed no description re Flexible Funding Comprehensive References

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Bidder Name: Central Star	Evaluator Number	Date
	3	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	1. Extensive experience, from other large, diverse population countries.
2. Does the proposal include the unduplicated number of clients to be served?	2. Yes, 150
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	3. Yes, experience + a good plan to address rural areas
4. Are descriptions provided of any similar or related contracts under which the bidder has operated?	4. Yes, wrap services in other large counties + MH services locally.
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	5. Extensive experience w/ Medi-Cal billing
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	6. Well thought out info/plan re: ability to provide service / meet requirements

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How did this bidder's Company Data compare to other bidders?	
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder?	1. None
2. Is there any conflict of interest with the bidder in providing the services sought by this RFP?	2. NO
3. Is there a completed reference list?	3. yes,
4. Are materials (e.g. letters of support) indicative of the bidder's capability included?	4. yes
5. Does the proposal include a list or current roster for the Board of Directors?	5. yes, none local.

RFP #18-015 Wraparound Services

How did this bidder's Documentation compare to other bidders?	
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	1. Design/goals/objectives meet our needs.
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	2. Timeframe is acceptable, meets county's needs
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	3. Organization readiness appears to be in place - ready to provide services.
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	4. Clear understanding of the Scope of work + plans + services.
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	5 yes, staff plan is complete + qualified

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	6. Yes, very thorough description regarding these areas.
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	7. Yes, engagement → delivery described.
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	8. Experienced working w/ other depts/providers to achieve goals.
How did this bidder's Scope of Work compare to other bidders'?	

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	Yes, seems well-versed in data collection & reporting.

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked?	yes, & appropriate
3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	3. yes, prepared / experienced in this section
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	

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Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	yes, included. yes. yes yes yes yes yes yes

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How did this bidder's Cost Proposal compare to other bidders?	
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	I really liked what is presented, and their current involvement in other countries that have a similar population. Also, like their current involvement as a local MH provider / treatment center.

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Bidder Name: Central Star	Evaluator Number 4	Date

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	Bidder has provided behavioral health services in Fresno county since 2011 - Child Welfare Specialty Mental Health Services & Youth Psychiatric Health facility. Currently providing services to 983 vulnerable, system-involved families - community-based approach.
2. Does the proposal include the unduplicated number of clients to be served? 180 unduplicated p. 42	
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas?	-community based program. Also, p. 42 states strategies that will be used to provide services to rural and underserved areas. "Experienced in providing services in rural and remote areas" - p. 42
4. Are descriptions provided of any similar or related contracts under which the bidder has operated? p. 23	Bidder describes all other counties they have the wraparound contract with, such as LA county (TEAMMATES) This bidder demonstrates a clear understanding of wraparound services.
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system?	p. 19 states "extensive experience maximizing Medi-Cal claiming" p. 27 Ability to use Avitar
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	Bidder demonstrates organized plan to meet all services-based on this program already being implemented with this organization in other counties.

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How did this bidder's Company Data compare to other bidders?	This Bidder had a lot more detail in place. Bidder seems to be ready to replicate TEAMMATES approach, which is the wraparound program in other counties through this organization.
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Documentation:	Comments
1. Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder? 2. Is there any conflict of interest with the bidder in providing the services sought by this RFP? 3. Is there a completed reference list? 4. Are materials (e.g. letters of support) indicative of the bidder's capability included? 5. Does the proposal include a list or current roster for the Board of Directors?	None stated yes yes 10 support letters yes p. 86-87

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How did this bidder's Documentation compare to other bidders?	Bidder has all support documentation in order. Comparable to other bidders this bidder is detailed and clear.
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	Bidder states to use TEAMMATES design from LA County which already hold wraparound contracts. p.43
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	4 week startup time
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	Bidder seems to be ready to replicate the processes for Central Star TEAMMATES
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	p.33 Experience w/ the service population, current Med-Cal certification, ability to draw on current staff to fill roles, training capacity,
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	yes - Bidder also gives information of current staff and their training and expertise

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hire racially, ethnically diverse staff that are reflective of the target population?	
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	p.21 Bidder states, "all affiliates participate in a bi-annual cultural attunement planning process" which allows them to be effective in understanding and engaging diverse clients.
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery?	p.45 - Phase 1. - Engagement (first 2 weeks after referral) contact family, face to face meeting, once a week. Orientation also takes place.
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	p.70 Gives plan on how bidder will build and maintain collaboration. "staff will perform outreach and engagement with community agencies"
How did this bidder's Scope of Work compare to other bidders'?	Case studies utilized ^{case studies} to give examples of how TEAMMATES will be implemented with the population served served, list of resources given (network)

Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	Two nationally standardized tools 1. The Wraparound Fidelity Index (WFI) 2. Team Observation Measurement System (TOMS) - data quality and practice improvements quarterly. - Outcome reports using measures at enrollment and discharge - Client outcome Report incorporated into EHR - CAPS

RFP #18-015 Wraparound Services

2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? p. 91 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	WFI & TONS "domains with below average performance will become an immediate focus for quality improvement by the team" (p. 88-91) gives various examples of data tracking through EHR
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	This bidder has given various examples that are very thorough in regards to data collection & outcomes.

RFP #18-015 Wraparound Services

Cost Proposal:	Comments
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; ✓ July 1, 2019 - June 30, 2020; ✓ July 1, 2020 - June 30, 2021; ✓ July 1, 2021 - June 30, 2022. ✓ 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) 6. Are there any startup costs identified? 7. Is the cost proposal clear, concise, and cost-effective for the County?	yes - yes yes yes

RFP #18-015 Wraparound Services

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How did this bidder's Cost Proposal compare to other bidders?	Clear proposal and similar cost proposal as 3 other bidders
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Overall:	Comments
What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?	This Bidder seems ready to implement what they have already been providing in other countries. Bidder seems organized in their plan and has every step planned to provide these services. Bidder will take what they are already doing with "TEAMMATES" in other countries. Has good support from community as well.

RFP #18-015 Wraparound Services

Bidder Name: Central Star	Evaluator Number	Date
	5	1/31/18

Bidder Company Data:	Comments
1. To what degree does the bidder demonstrate familiarity or experience with the services and target population associated with this RFP?	* Currently serving this population in Fresno Co. through CW Specialty Mental Health Services & Youth Psychiatric Health Facility & has provided TRF, complete
2. Does the proposal include the unduplicated number of clients to be served? <i>Currently 301 (not this contract) / 983 system involved</i>	range of levels of care Pg 15
3. To what degree does the bidder demonstrate experience in providing services to rural and/or underserved areas? <i>Fresno Co.</i>	* Understanding of pop - Pg 16 Pg 17 - psychiatric Beds & Wrap testimonials - of services / other
4. Are descriptions provided of any similar or related contracts under which the bidder has operated? <i>-Pg 23-24 list of related contracts.</i>	County's & Stat on transition to lower level of care. Outcomes Pg 18 - more detailed than uplift outcomes & client centered. <i>engaging people w/ lived exp.</i> Katie A, trauma informed, special needs (20-21-23)
5. To what degree does the bidder demonstrate understanding of Medi-Cal billing and use of an electronic Medi-Cal billing system? <i>over 100 contracts \$90 million</i>	Yes! pg 19! Explained experience & existing exp. funding, using medi-cal & CPA on staff.
6. To what degree does the bidder demonstrate ability to meet all provider service and administrative requirements?	(c) licensed staff, Quality Assurance staff, Pg 25 & resumes attachment Pg 28 staff breakdown & award/endorsement.

* Has transition plan - Section D

* Have psychiatric contract & Katie A.

* Really highlighted background w/ integrating peer positions

RFP #18-015 Wraparound Services

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How did this bidder's Company Data compare to other bidders?	Outstanding - Among top 2 (#1 Central State & Uplift - top two for data) - No order
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Documentation:	Comments
- Are there any judgments, litigation, licensing or certification, or other violations, outstanding or resolved, that are associated with the bidder? No - pg 9-10; - Is there any conflict of interest with the bidder in providing the services sought by this RFP? No - pg 6 - Is there a completed reference list? Yes - pg 11-12 - Are materials (e.g. letters of support) indicative of the bidder's capability included? → - Does the proposal include a list or current roster for the Board of Directors?	• 332-363 Organization overview - timeline/services/programs. • pg 364-371 Evidence Based Practice/Current Pract. • 372-375 Awards & Recognitions pg 242 - 251 - Vally Teen Ranch, Fresno Co. Beh. Health WRAP Committee (Tamika London, PhD), Integral Comm. solutions institute, NAMH Fresno, San Bernardino Co. Behavioral Health - Dep. Director, Same County - Deputy Director Regional Operations, LA County Dept. of Mental Health - Deputy Director, Alameda County - Alcohol, Drug, & Mental Health Services, retired Deputy Director, former Deputy Director LA,

question 4

- page 253-279 - surveys/assessment tools, mental/behavioral health screenings
- Program materials, pg 280-324, in multiple languages (3 separate)
- pg 325-327 Letters of support - pg 331 - Name of committee

RFP #18-015 Wraparound Services

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How did this bidder's Documentation compare to other bidders?	Top 2 (uplift/central, no order) - provided agency materials, assessment etc. mainly demonstrates excellence expertise & capacity.
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Scope of Work Proposal Requirements:	Comments
1. To what degree does the proposal demonstrate a program design, program goals and objectives consistent with the Department's needs?	pg 33 outlines key areas to pg 51 - meet SOW/Co. needs
2. To what degree does the proposal indicate an appropriate implementation/start-up timeframe? Will this timeframe meet the needs of the County?	pg 37 - understanding population pg 44 core practice model pg 45 - timeline of getting started/implementation
3. To what degree does the bidder demonstrate the organizational readiness to implement the requested services?	pg 42 - Key strategies for implementation pg 58-59 - listed resources Fresno
4. To what degree does the proposal demonstrate an understanding of the Scope of Work, and address all areas identified in the RFP with definitive operational plans for providing the services?	pg 84 very detailed, outlined assessments, understanding population, County's needs building on existing Co. Contract
5. Does the bidder include a detailed description of their staffing plan, including number of staff, qualifications/experience, training and licensing/credentialing requirements and plan to	pg 71-76 detailed staff breakdown of approp. staffing & low turnover Training pg 78

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hire racially, ethnically diverse staff that are reflective of the target population?	pg 38 - breakdown of post wrap services
6. Does the bidder describe how services, program activities, and materials will be developed and provided in a manner that is racially and culturally sensitive to the target population?	
7. Does the bidder describe how the program proposes to engage clients from the time of first contact through service delivery? pg 50 -	intake/engagement & strategies to establish mental health clinician
8. To what degree does the proposal describe how the bidder will work cooperatively with the County Departments, caregivers, mental health providers, and other agencies to achieve goals?	
How did this bidder's Scope of Work compare to other bidders'?	TOP SOW - addressed every single item & exceeded all expectations. Demonstrated outcome assessment & program delivery all work in conjunction.
Outcomes and Performance:	Comments
1. Does the bidder demonstrate an understanding of, and/or experience with data collection and reporting with regards to measuring performance outcomes?	CANS assessment pg 40 & numerous examples of data collection - Client outcome report - pg 40

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2. Does the bidder clearly identify appropriate performance measures and anticipated outcomes to be tracked and reported, and how they shall be tracked? 3. Does the bidder clearly identify a computerized system of collecting, tracking, maintaining and reporting data and performance outcomes?	pg 53 - numerous assess w/client profiles, extensive pg 88
How does this bidder's data collection/outcomes and performance plan compare to that of other bidders?	Extensive - Top bidder w/outcome/ assessment & supplemental tools.

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Cost Proposal:	Comments <i>Pg 96</i>
1. Does the bidder provide cost proposals and cost proposal narratives for each of the following terms: July 1, 2018 - June 30, 2019; July 1, 2019 - June 30, 2020; July 1, 2020 - June 30, 2021; July 1, 2021 - June 30, 2022. 2. Do the cost proposals include rates/expense and revenue line items, including potential in-kind revenues, to cover all services to be provided under the proposal? 3. Does the proposed personnel detail include salaries, payroll tax, and benefits? <i>Yes</i> 4. Are the cost proposals and cost proposal narratives realistic and appropriate with regards to required program operations? <i>Yes w/ 84% Medi-Cal draw \$957 Medi-Cal eligible</i> 5. Are administrative costs reasonable and necessary for administration of the program? (Administrative costs are administrative salaries and corporate overhead) <i>Yes</i> 6. Are there any startup costs identified? <i>Yes w/ timeline people 1 incl 100 \$230,243 Pg 100</i> 7. Is the cost proposal clear, concise, and cost-effective for the County? <i>Yes, Yes, Yes</i>	<i>Note Pg 97 - they mention conflict w/ A6d 147 mention at selection meeting.</i> • Each year's budget & narrative separated & very detailed - very good • All costs are outlined clearly & the <i>the \$120 K other in-kind</i> • Budget is w/in limit but adjusted each year where needed by bidder, largely focused on increasing salaries → positive sign for reduction of turn over probability & continuity of care of clients • Costs are very reasonable • Liability insurance is reflected - No professional liability was bundled in another line item

RFP #18-015 Wraparound Services

Among top 3
(MHS, Central Star
& uplift) - no order

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How did this bidder's Cost Proposal compare to other bidders?

1 of 3 out of 4, that breakout each year w/ detailed line item narrative. one all reasonable & appreciate the salary growth focus & start up costs as well as ability demonstration of leveraging Medi-Cal. Unsure about in kind \$120k figure, will ask at selection meeting, but wish

~~there was narrative for this & the sections following~~
\$4.5 million

Overall:

Comments

What is your overall assessment of this bidder's capacity and ability to provide the services as outlined in the RFP?



April 17, 2018

Supervisor
Fresno County Board of Supervisors
Fresno County Hall of Records
2281 Tulare St. Room 301
Fresno, CA 93721

RE: Written Appeal to County of Fresno Wraparound: RFP-18-015

Dear Fresno County Board of Supervisors:

Uplift Family Services submits this written appeal to the County's decision to award all \$4.5 million dollars and 150 Wrap slots to Central Stars Behavioral Health in the recent competitive bid process.

We are proud of our agency's role in bringing Wraparound Services to the State of California and our ability to provide these critical services to the citizens in Fresno County. In 1993, Uplift Family Services (formerly named EMQ FamiliesFirst) brought Wraparound to California as a pilot in Santa Clara County, and over a four-year period invested over \$1.3M of our charitable funds to develop this new and transformational model of services for children. The agency launched services and began a Continuous Quality Improvement approach with demonstrated improvement over each of the 25 years since inception. The agency simultaneously began working with legislators on important bills and propositions to pilot, establish, and further the sustainability of Wraparound services across the State of California. Today, Wraparound services are delivered in every county in the state and form the core of our service delivery principles for all our services across the state.

Summary of Appeal Issues

Upon receipt of the funding recommendation letter, we did an analysis of the documents that were made available and now appeal this decision on the grounds of proposal rating discrepancies and unfair competitive procurement grievance procedures regarding the RFP process.

Specifically, we appeal the decision based on the following proposal rating discrepancies:

1. The language in the award funding recommendation notice states that "Uplift Family Services proposal included minimal post-services transition" indicating that the decision is based on information that was not solicited in the RFP.
2. The award funding recommendation notice also makes a conclusion regarding "insufficient outcome measures" that is inconsistent with reviewers' comments and scores.

3. The award funding recommendation notice concludes that administrative costs are “top heavy,” which is also inconsistent with the comments provided on the scoring sheets by the reviewers.

We also appeal the decision based on unfair competitive procurement grievance procedures regarding the RFP process:

4. Due process is compromised by the fact that the current “scoring” process lends itself to subjectivity in that it provides no numerical scoring by reviewers in specific areas or weighting to these areas in the RFP to support the ranking process performed by the committee members, and by the lack of access to documents necessary to prepare a fully informed appeal.

Details of Appealable Issues

1. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that a reason for non-select was due to “minimal post-service transition.”

In reviewing the comments on the reviewers’ scoring sheets, we were unable to find any comments that mention minimal post-service transition services. Uplift Family Services, however, did include extensive narrative throughout the proposal that is inclusive of our demonstrated commitment to ensuring a successful post service transition.

Additionally, there is no requirement or prompt in the RFP to address post-service transition in the bid response. This justification for non-award is based on criteria that is outside the parameters of the RFP, is not relevant to rating/scoring of the proposal and should be discarded as a justification for non-award.

2. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that a reason for non-select was due to “Insufficient outcome measures.”

In reviewing the comments provided on the “scoring sheets,” the reviewers’ responses to the items related to outcomes make no mention of insufficient outcomes. In fact, the comments by all 5 reviewers rank Uplift Family Services as “strong” or “high” on outcomes. All responses indicate that Uplift Family Services has strong data collection and outcome measures.

Reviewer 1:

- *Yes- provided detail logic model and examples of data tools CAN, WFI, surveys*
- *Yes- Very detailed SMART data tracking of outcomes, provided examples of data tools*
- *Yes- Has avatar, Welligent, and SSPS systems*
- *Very good- listed out clear outcomes with data tools, provided examples of tools*

Reviewer 2:

- *Yes- pg. 83- the CANS tool- child and adolescent needs and strengths tools is explained in depth and how outcome will be captured*
- *Data and Outcome info very informative*
- *Pg. 85-87- very knowledgeable*

- *Data and Outcome info very informative, outlines where service delivery will occur and % served. Data noted % of youth with MH problems and residential treatment centers pg. 14, pg. 12, pg. 19-very positive*

Reviewer 3:

- *yes, there is an understanding and experience with data collection and reporting*
- *yes, data and outcomes are understood, and experience with tracking*

Reviewer 4:

- *Pg. 82- CANS, CEDE, Youth services surveys, WFI-EZ, WPAS TOM 2.0 and post discharge survey.- Bidder states they use outcomes and evaluations as key component for quality improvement (CQI)*
- *Yes- Bidder describes their current method of tracking and its effectiveness.*
- *Good data collection and organizational skills*

Reviewer 5:

- *Progress tracking (45). Numerous examples of CW assessments used, surveys, wrap fidelity, discharge tracking*
- *FY 16-17 exceed performance goals- in school, community, out of trouble!*
- *Outstanding- very detailed in explaining expertise and capacity. Not only to meet all requirements, but exceed expectation/ performance goals! Really stands out!!*

Uplift Family Services tracks longitudinal outcome data for discharged youth which demonstrates enduring positive change for youth and families. We also participate in groundbreaking research related to the integration of evidence-based practices into the provision of Wraparound services. Uplift Family Services is the largest and most experienced provider in Fresno County and the State of California, and has produced consistent, measurable, documented, outstanding outcomes. A snapshot of the outcomes being realized by the Uplift Family Services Wraparound program was provided on page 12 in the Vendor Company Data, Section A- Introduction/Overview of the proposal that we submitted. That table is included below.

The table below highlights Fresno Wraparound's FY16-17 data on Uplift Family Services overarching goals of keeping youth "at home (in a community setting), in school, and out of trouble."

	Performance Goal	UFS' FY16-17 Fresno Wraparound Results
In Community Setting	At least 70%	82%
Out of Trouble	At least 75%	97%
In School	At least 70%	87%

Source: Uplift Family Services' Fresno Wraparound FY16-17 Annual Report

These results, an average of 12% above targets, are just one way in which Uplift Family Services demonstrates our ability to work effectively with children and families referred by Child Welfare and Juvenile Justice Services.

The award letter conclusion that Uplift Family Services' has "insufficient outcome measures" is unsupported by the data detailed in Uplift Family Services' RFP response or by the comments of the reviewers. Once again, there is no support in this area to justify a non-award decision to Uplift Family Services.

3. The Funding Recommendation for RFP 18-015 (Wraparound Services) letter specifies that the Uplift Family Services' cost proposal appeared to be top heavy.

Similarly, no rater comments support the conclusion that Uplift Family Services' cost proposal is top heavy. Moreover, as noted below, Uplift Family Services is without access to meaningful data from the other provider's financial submission, to challenge such a conclusion which is once again unsupported in the reviewers' comments.

It is worth noting, however, that there is a heavy cost in the County's recommendation to transfer this successful program from one provider to another, including the layoff of approximately 48 staff and the unnecessary disruption to Fresno County's most vulnerable children and families in a transition of care.

4. Due process is compromised by the scoring process not being conducted in a manner that provides measurable ratings, and by the lack of access to documents necessary to prepare a fully informed appeal.

Fresno County purchasing policies provide a bidder the right to appeal the decision in the following areas:

- RFP contradictions
- Procurement errors
- Proposal rating discrepancies
- Legality of procurement context
- Conflict of interest
- Inappropriate or unfair competitive procurement grievance regarding the RFP process.

No Numerical Rating Performed: In appealing this decision, upon review of the "Score Sheets," Uplift Family Services is unable to determine any rating criteria used, as scores were not quantifiable. In other words, the reviewers did not provide numerical scoring to the sections of the RFPs, to support the later committee ranking. Furthermore, there is no weighting associated with individual RFP sections, or explanation as to how the reviewers' language translated to the recommendations for selection of the winning proposal.

Change in County RFP Scoring Process: When we inquired about the change in the scoring process for evaluating RFPs from prior years at the first level appeal, the Fresno County Purchasing Manager wrote that an overview of the change in the RFP evaluation process was provided at the Bidders Conference on November 27, 2017. There were three representatives of Uplift Family Services who attended that Bidders Conference and there is no recollection of Fresno County announcing a change in the scoring process from a numerical rating system (recording the numerical ratings of the reviewers during the review process) to the current process that has no numerical ratings and therefore, no meaningful way to see where individual reviewers ranked the proposals.

Lack of Access to Documents to Support Award: Due process is further compromised by Fresno County's purchasing policy, which denies the appellant access to essential

information to challenge the decision based on the identified criteria for an appeal, including: (1) the proposed budget submitted by the awardee; (2) the awardee's full RFP response; and (3) notes from all meetings where the RFP was discussed and the award decision made. In fact, we were informed by the Purchasing Office that there were no minutes taken in the discussion that led to the winning bid selection; all information was represented to be included in the comments on the "Score Sheets."

In response to the request submitted by Uplift Family Services to obtain a copy of the minutes from the meeting(s) in which the review of the RFP proposals was discussed, the Purchasing Analyst wrote in an email:

...The score sheets contain notes on all of the responses to the RFP. There are no minutes of the meeting. The recommendation is written from the notes that the reviewers record on their individual score sheets. They are available along with the recommendation on Public Purchase. I have attached them for your convenience."

Finally, we believe this decision is harmful for children and families who are already struggling with a great deal of pain and loss, detrimental for the citizens of Fresno County, damaging for our organization, and appears to penalize a provider that delivers excellent outcomes for children and families in Fresno County and has served as an innovator and a collaborator with the County and other providers for decades. The termination of the Uplift Family Services contract results in abrupt transition to another provider of approximately 110 children and families, who are without voice or choice in the decision, one of the strongest tenets of Wraparound. It will also adversely impact over 48 Fresno staff members who have provided exceptional services to this community. This is an unnecessary disruption of service and is not in the best interest of children and families, nor of efficient and effective service delivery. Additionally, these issues, in combination with a lack of consideration of demonstrated prior local performance, sends the unfortunate message to the community and your contractors that demonstrated performance is not relevant to contract awards in Fresno County.

We respectfully request that the award decision be reconsidered in light of the inconsistencies specified in the RFP review process. Reconsideration of the decision is an appropriate request under the appeal process and we urge serious consideration of the initial recommendation for award. In the alternative, we would propose that the County adjust the award to provide \$2.25 million dollars and 75 slots each to its top two bidders. This would allow for a less disruptive impact on services to families and financial impact on a smaller number of our staff.

We would be happy to answer questions or provide further detail upon request. We look forward to your consideration at the Board of Supervisors Meeting on May 1, 2018.

Respectfully Submitted,



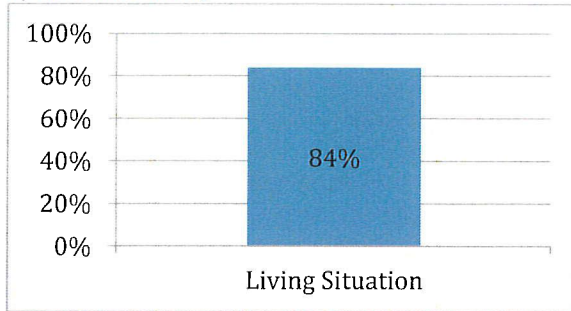
Marilyn Bamford, LMFT
Regional Executive Director
Uplift Family Services



Craig Wolfe
Chief Clinical Officer
Uplift Family Services

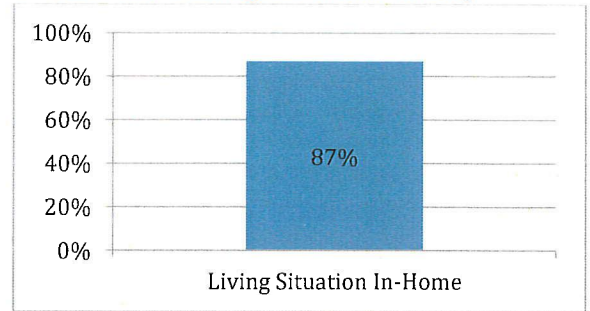
Effectiveness

Residential Stability*



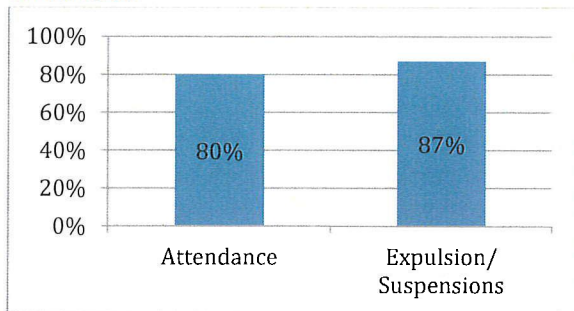
Eighty-four percent of youth stayed in a home setting or improved to a home setting.

6 Months Post-Discharge Residential Stability*



Six months post-discharge, 87% of youth stayed in a home setting or improved to a home setting.

School Items



Eighty percent of youth stayed in school for at least 3 days per week or started attending school 3+ days of school attendance.

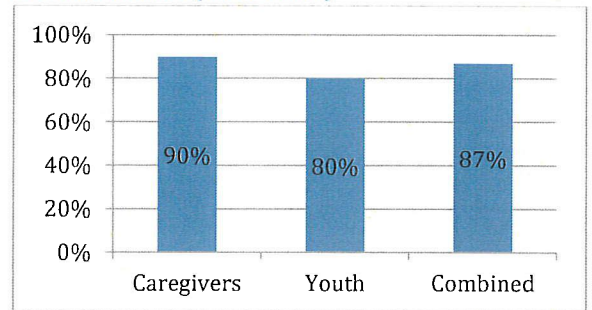
Eighty-seven percent of youth did not experience expulsion/suspensions or decreased to zero suspension/expulsions by the end of their participation.

Efficiency

Eighty percent of billing was for Medi-Cal.

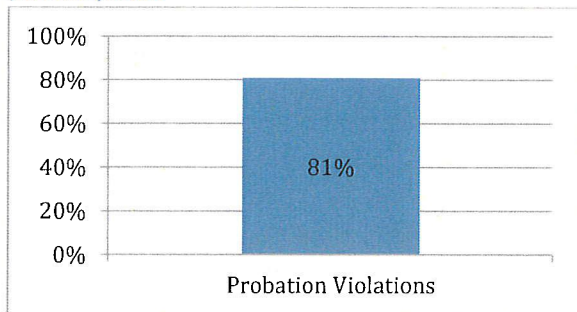
Access

Access to Services (YSS-F & YSS)



Ninety percent of caregivers and 80% of youth were satisfied with the accessibility of services, with a rating of 4 out of 5.

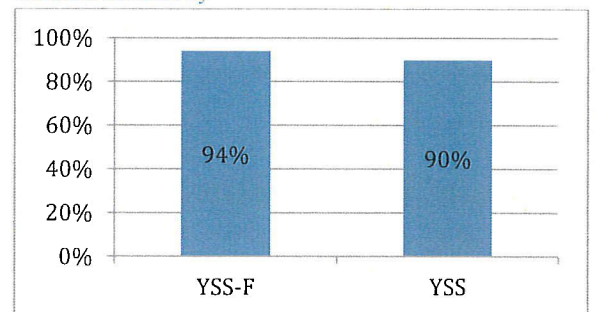
Juvenile Justice



Eighty-one percent of youth were prevented from experiencing probation violations or decreased the number of probation violations.

Satisfaction

Cultural Sensitivity



Ninety-four percent of caregivers and 90% of youth were satisfied with how staff respected their culture while in services, with a rating of 4 out of 5.

*In-Home/Less Restrictive = Bio/Adopt, Foster Care, Kinship, ILP, Guardianship
Out-of-Home/More Restrictive = Group home, Incarceration, Inpatient, AWOL

4-21-18

To Whom it may
Concern:

My name is Athena
Mack. I am a foster
parent. I have had many
foster kids through the years.
Many of these children have
had Wrap Services. Wrap
Services have been a
significant help to my
children. The children
have been and are very
attached to their Wrap
workers. To lose their
service would surely
hinder the children.

Sincerely,
Athena Mack
559-704-5675

To Whom it may concern -

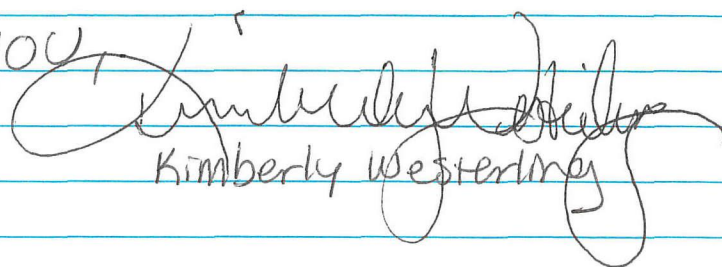
4/20/18

I adopted my son in 2006 at the age of 2. At the age of 10 his behaviors got so bad that he had to go to a group home for the safety of my other children. I wanted him back and asked my adoptions worker for services so that he could come home. She told me about Wraparound with Uplift Family Services. He has been in the program now since May of 2016. We have had many challenges since that time as a family with overcoming personal relationships that have come and gone as well as having to move several times. My other two children were also enrolled in wrap services in December 2016. I want to express the experience I have had while working alongside the wrap team at Uplift Family Services. First with me as a parent, having the support in my Family Partner allowed me to be involved and a part of what my kids were going through. When WRAP came into my life we were all over the place and having the guidance gave me a sense of security and strength that I didn't have before. I was able to start focusing and giving it my all as a parent. Our family was so exhausted and with

WRAP we have been able to learn how to survive and get along with each other. The kid's Family Specialist said to me once that he noticed whenever he left our house after a visit he would see us laughing and having fun together. I realized that having people who know how to handle my kids helped me to gain trust again. I wasn't sure if I could trust my son again and now I am in tune with him and know how to address his behaviors. The traumas that my children have experienced would be affecting them so much more without the support that we have had. The success that my family has had is achieved because of the work that my team has done with us. I notice us all listening to each other more and being willing to talk about their feelings positively. When I needed my son to see a psychiatrist my Facilitator hooked us up with him right away and medication has really helped. Our Family meetings have really helped me and my kids. Dad with co-parenting tremendously. We didn't have a good relationship after our divorce and now we have bonded over the care of our children. We do dinners as a family together every week.

WRAP really made that happen by inviting and involving both of us as parents in the services. Uplift hosts activities for my kids to go to that they wouldn't have been able to do otherwise. My youngest son wouldn't have been able to leave without me but he trusted his Family Specialist to go. I write all of this to tell you that I am sincere when I say that Uplift Family Services wraparound has changed my life and my family. I ask that you consider not taking away the opportunity for these amazing people to continue the help that can change the lives of others. I think other families deserve the chance to work with these teams to improve their lives. I really felt taken care of by Uplift and all of our needs have been met by them.

Thank you,


Kimberly Westering

April 19, 2018

To Whom It May Concern,

I am a Fresno County Foster Parent doing "Therapeutic Foster Care" and have been caring for children/youth ages 10 to 18 for 15 years. I work with the most difficult and highest behavior children/youth in foster care. I received Uplift Family Services Wraparound services for my most of my placements. My current placement a 12-year-old foster daughter received Wraparound services starting from June 20, 2017 to March 12, 2018.

Some of the struggles my girl was having before Uplift Family Services Wraparound services were: Deep mental health issues that brought on symptoms of hearing voices, self-harm, high anxiety, great fear, low self-esteem, lack of confidence and felt unaccepted by peers. All of these mental health issues were a product of her past trauma that resulted in her being put into foster care and separated from siblings and family. These mental health issues were effecting my child's behavior in my home, out in the community and at school. She struggled greatly with hearing voices that caused her to want to self-harm, not wanting to be alone for fear she would eventually commit suicide.

My youth's behavior was a result of her mental illness and it was difficult for people to recognize this and be supportive, or to cope with it in regards to being patient and showing tolerance. School Administrators and Teachers had difficulties believing her mental illness was real, even with a diagnosis and an "IEP" in place. It is sad in the world we live in that people are not understanding and more tolerant or knowledgeable of mental health issues.

Because of all the above mental health, issues my girl struggled with, it created many challenges for me personally, especially as I am a full time working foster parent. Coping with all of the in-patient hospital stays and different schools (she changed schools 3 times in 7 months) were the most challenging for me as a parent. Uplift Family Services Wraparound services helped to relieve the stress and pressure by stepping in to support us with their services.

Some of the services from the Uplift Family Services Wraparound my girl and I received or they provided were:

- Twice a day one-on-one check-in and/or visits from a Wraparound Team member that was very familiar with my child's mental health history, issues, triggers and her needs.
- Wraparound Team member or Clinician visited daily at the school to make sure she was doing all right and not struggling with certain issues.
- Wraparound Team members took my girl out into the community to help her overcome her fears and anxiety. They worked with her by teaching her coping skills, social skills and self-confidence. Accepting herself and her own special identity. They provided incentives and rewards to help encourage her through this process, her program, and learning about herself.
- Wraparound Team members helped me with transporting my girl to and from school and appointments when my work schedule would not allow me to take off from work to transport her.
- Wraparound Team members met once a week in my home with my girl and me to talk as a team about what was working and what was not working for us. This was important to keep the whole team on the same page regarding my child's mental health issues and her safety plan. If my girl was having any personal difficulties, it was at these weekly meetings that she felt comfortable and safe to discuss anything and confide her feelings to the team because she knew the Wraparound Team was there to help support her with anything. The Wraparound Team became like extended family members for my girl.

The services that Uplift Family Services Wraparound provided were effective because I have seen tremendous progress in my girl's behavior from the services provided for her from the Wraparound Team. My girl is happier, more out-going, more self-confident, and more communicative, more motivated and looks forward to going to school every day. As an adult, I learned and benefited from the experience of having the Wraparound Team working with my girl and me.

I appeal to you today not to eliminate Uplift Family Services Wraparound. Uplift Wraparound helped to change my girl and helped support me in this process. They need to have the opportunity to continue to change lives for other Families.

Sincerely,

A handwritten signature in black ink that reads "Barbara Minugh". The script is cursive and fluid, with the first name "Barbara" and last name "Minugh" clearly legible.

Barbara Minugh

To Whom it May Concern:

Our foster child is currently receiving Wraparound services from Uplift Family Services and has been doing so since February of this year. Prior to Uplift Family Services Wraparound program beginning to work with her, she was struggling in multiple areas. These areas of difficulty were resulting in numerous tantrums each week at school. When these tantrums occurred, she would be removed from the classroom, therefore missing out on much needed time in the learning environment. Some of the situations we noticed that would progress into tantrums were transitions from one activity to another, not being first in line or sitting where she wanted to sit, not "winning" at a game or activity and being required to sit quietly while given instruction without shouting out. Any time she was told "no" when displaying these behaviors, she would quickly escalate to 45 minutes or more of screaming, pushing over chairs, hiding from the teacher and on occasion, becoming physical with other students.

Though the majority of her tantrums occurred at school, we also were dealing with them at home. Being told "no" and holding firm to that, whether it be in relation to a behavior that was unacceptable, or something that she was not allowed to do or have, frequently resulted in tantrums similar to those she was having at school. In addition, we were very concerned about the freedom in which she would approach other adults and show inappropriate affection to strangers. It was clear that she was very lacking in boundaries and that was very concerning to us as foster parents.

When we were told that our foster child had been granted Wraparound services with Uplift Family Services, we were elated! We understand what a gift these services are and that they are not something given to every child. It was clear to us from our early interactions with Uplift Family Services that this organization is marked by professionalism and is served by employees who truly care and are invested in the children they are working with. Each and every Uplift employee that we have had the pleasure of interacting with has made us and our foster child feel that we are cared for, that our concerns are heard, and that they are here for us to help give us tools to make positive, life altering changes.

Currently, we are meeting with the Wraparound facilitator each week. In addition to hearing our concerns, she is always diligent to provide us with interventions to try based on the behaviors we are concerned with. Over the course of the last few months, she has given us numerous tools to try with our foster child at home prior to, during and after her tantrums. We have truly appreciated the thought that has gone into the strategies that she has brought to us to try. It is evident that she is not pulling strategies off of a list, but rather hearing our concerns and tailoring a personal plan of action for our foster child.

Our foster child has had the wonderful privilege of meeting weekly with a Family Specialist. It is hard to put into words the value that this has been. They have worked on putting words to feelings, healthy boundaries, manners, sharing, winning, losing, honesty and accountability. Each week she comes prepared with multiple activities to address different concerns that we have. Whether it is creating a "school" environment in our home and working on issues that have arisen in the classroom, going to the park and creating teachable situations, simply coloring together while talking through situations that have been difficult for her that week, or just doing their special

handshake, our Family Specialist has formed an extremely meaningful relationship with our foster child. Our foster child has had very few adults in her life that she can trust and that have been consistent with her and our Family Specialist is definitely one of those people.

With the addition of Uplift Family Services Wraparound program, we have seen tremendous change in our foster child. We feel that these services are directly responsible for a huge decrease in the number of tantrums she is having both at home and at school. It is obvious to us, that she is taking the tools that are being given to her both through the Facilitator and from the Family specialist and using them in the classroom and at home. We do not believe it to be coincidental at all that prior to Uplift Family Services involvement, she was having daily tantrums at school and now that has been reduced to 2 to 3 in an entire month!

At this point, it is difficult to imagine having to tell our foster child that she will no longer be meeting with her Family Specialist. This is an adult in her life that she has come to trust, rely on, and considers to be a friend. We have quickly learned that the key to change in a child's life is consistency. Our hearts will be broken to see this relationship which has been so preciously cultivated come to an end. We appeal to you to not eliminate Uplift Family Services Wraparound program. In what is all too often a dark world for kids in foster care, they are truly a light. We don't know all the reasons behind the possible changes being made, but please know that one cannot put a price tag on relationships that have been formed and life altering change that is taking place. We respectfully ask that the children and families being served by Uplift Family Services and their experience with this amazing organization be thoughtfully considered.

Sincerely,

Steve and Ashley Charnow

To Whom It May Concern:

I received Uplift Family Services Wraparound, from June 2, 2017 to the present time, April 19, 2018.

Some of the struggles that my child was having before Uplift Family Services Wraparound were;

Enormous problems with anger, problems getting along with adults and peers.

Some of the challenges I was having were,

difficult time getting her to cooperate with teachers, getting her to school on time, and difficulty getting her to engage with children her own age in a positive way.

I was also having trouble getting her to obey me and allow me to teach her things.

Some of the difficulties my family was having were,

getting her to obey instructions, her talking back and disagreeing with everything we said. she showed disrespect for her foster parents; Called us names, stated that she hated us and wanted to kill us and her self. She has been given several (5150's) by Sheriff's Deputies. They took her to a hospital for observation each time.

The services that I received from Uplift Family Services Wraparound were,

parent support and training. Our child has a team of four persons to visit her in our home, in school, take her places to socialize with others, to libraries etc.

They also go to her school to support her observe her behavior and teach her how to play with other children. They also attend IEP meetings with us, her foster parents.

The services that Uplift Family Services Wraparound provided were effective because;

She had been neglected and abused for nine years with another family and Wraparound showed her that she was worthwhile as they provided her with recognition and taught her that she was worthy of having friends. They also introduced her to many things that we couldn't at the time. Wraparound taught us, as parents, how to try to understand where the child was coming from when she had problems so we could adjust our behavior so as to not trigger more problems and to use steps to lower her anxiety so her mind and anger level could return to her normal.

Now my child is; Doing much better, although she still has a hard time stopping her automatic responses at times. We are usually able to help her change course before she reaches a high anger state.

Now our family; Has more times of harmony than we had before Wraparound.

I appeal to you today to not eliminate Uplift Family Services Wraparound. Uplift Wraparound changed our family's lives and they need to have the opportunity to continue to change lives for other Families.

Sincerely,


JANICE RUTHERFORD

4/19/18

Sheri Edmonds
572 E Fremont Ave
Fresno Ca 93710

My name is Sheri Edmonds, i just retired 27 yrs as a Deputy Sheriff at Fresno County Sheriff's Dept , and I've been a Foster Resource Parent for four years. I've had my foster child for four years. Wrap Uplift Services have provided support for Her from day one. They have been very helpful with her. Wrap Uplifts services provides transportation to the boys and girls club, library, health education, and hygiene issues. Wrap have provided support in my home and at her school. When She displays her behavior at school, WRAP is prompt and available to provide support. She has a great relationship with her Wrap team. If Uplift Services is removed this will be detrimental to Her. She's experienced a lot of heart breaking issues in the last four years. She will feel lost with this change.

I want Wrap Uplift Services to Continue to provide the support She needs. By removing Wrap, this will cause Her to regress and it will increase her behavior issues all over again. It took approximately three years for Her to gain that understanding and respect for her Wrap team. This transition will hurt Her deeply. The relationship, trust and understanding will be hard to start over for her. This change may also affect her placement !!!

Please take this letter in consideration and DON'T change the support these children have in place.

Sincerely,
Sheri Edmonds
Foster Resource Parent

Sheri Edmonds
559-970-4972