

**ADDENDUM # 1 Request for Proposals
Crisis Residential Treatment Services
Questions & Answers**

October 21, 2020

Issued by: Santa Barbara County, Department of Behavioral Wellness (BWell)

Addendum Descriptor: This addendum is issued as supplemental information to the RFP for clarification, correction, and/or additional information that will be of use to applicants. Applicants are responsible for ensuring that their proposals reflect any and all information included. The Department of Behavioral Wellness recommends that applicants frequently consult RFP360 (the online system BWell is using to issue and score RFPs), as well as the Department website (<http://countyofsb.org/behavioral-wellness/bids.sbc>), to determine if they have downloaded all addendums to the RFP.

Responses to Questions/Clarifications from Bidders' Conference and Messages via RFP360:

1) If we are one of the County of Santa Barbara's current Crisis Residential Treatment Services provider, is it ok to submit the proposal with our current expenses or we have to reduce the budget in order to match the proposed budget?

The maximum annual commitment amount on the RFP is not flexible. As far as the total funding, applicants will have to modify the budget submission to match the RFP amounts provided.

2) Is there a staffing spreadsheet online?

The Department of Behavioral Wellness will be posting a Staffing spreadsheet on RFP360, sending it to proposal invitees, and posting it on the Department website, (<http://countyofsb.org/behavioral-wellness/bids.sbc>) as an Addendum to the CRT RFP.

3) Why was the budget decreased from 2019/20?

The decrease is due to COVID-19.

4) Is there flexibility in the budget?

Please see Answer to Question 1.

5) The wages and PPE cost have increased significantly due to COVID19. Was this additional COVID cost increase included in the budget?

Yes. Please see Answer to Question 1 and 3.

6) Why was the rent increased from 2019/2020?

Rent was set to cover 24/7 security at the locations. If less security is required then please contact the County for a reduced rent amount.

7) Is there any possibility of increasing client's census by 2 to 3 with two clients to a room in a few rooms?

Yes, there is a possibility of increasing client's census by 2 to 3 with two clients to a room in a few rooms. However, proposal applicants will need to be able to provide these services within budget, demonstrate that they are able to abide by social distancing protocol in the rooms and must be licensed to provide these services.

8) Does multi-year budget include an annual cost of living increase?

The County can provide for up to a 1.5% increase per year.

9) Is there an Excel spreadsheet template provided for the Budget in RFP360?

Yes. Please see Section 29 (Budget Spreadsheet) in RFP360. At the top of the page, immediately after the text "Attach a copy of your budget using the template in EXHIBIT B", the template is provided in .xlsx format.

10) Will there be any character or word count limits for bidder responses to narrative fields on the RFP360 platform?

The Rich Text Format text editor which is used to collect narrative responses for most of the questions does not have a character limit. For the Attachment questions, Bidders have the option to include comments up to 1000 characters in length.

11) In some online RFP submission systems, when one question is answered in a specific way, another question is nested based on that response. Does BeWell have nested questions within any of the questions that bidders will need to respond to?

No. For this RFP in RFP360, all questions are visible up-front.

12) Are bidders permitted to include a cover letter or Executive Summary? Is there room to add this as supplemental document somewhere within the RFP360 platform?

Yes. Pg. 37 of the Crisis Residential RFP states that "Bidders may submit up to five pieces of additional information in support of the agency for this proposal. Information may include: D. Pictorial material, clippings, and other information supportive of the proposal contents." Supplemental documents can be attached in Section 26 (Optional Supporting Documents) in RFP360.

13) In regard to Section 8, Management and Reporting Capabilities, Question B Personnel Management (found on p. 36 of the pdf), can BeWell please provide additional guidance on what type of information it would like to be included in response to personnel management capabilities?

Section 8 has to do with staffing, directing, coordinating staff. In other words: How does your company maintain a positive work environment to maintain positive morale and low staff turn-over? How does your company train, cross train and ensure shifts are covered? What is your company's objective of the employee performance review? How does your company ensure that it hires the right people? Etc.

14) In regard to Section 12, Supporting Documents (Optional) found on p.37 of the pdf, is there an opportunity to add additional documentation or supporting documents beyond the up to 5 pieces of additional information elsewhere in the RFP?

No, five (5) pieces of additional information is the limit.
Pg. 37 of the Crisis Residential RFP states that "Bidders may submit up to five pieces of additional information in support of the agency for this proposal."

15) Are electronic signatures acceptable for the signature forms, e.g. Exhibit C, Exhibit D?

Yes.

16) In regards to the outcomes listed for Question 2b, "5% or less incidents requiring higher level of supervision; and Of those who discharge: – 15% or less transition to higher level of care; – 85% or more discharge to lower level of care.", can BeWell please define what is specifically meant by "level of supervision" vs. what is mean by "level of care"? We believe these terms may have previously been used interchangeably and want to make sure we understand specifically what is desired to be tracked by vendors?

5% or less incidents requiring higher level of supervision – refers to incidents that occur while clients are enrolled in the program that necessitate increased supervision such as an additional staff support for the client on site, or a visit/evaluation for hospitalization (could be for further evaluation of a discharge/transfer to a higher level of care).

Of all discharges, 15% or less to higher level of care / 85% or more to lower level of care refer to discharged clients' destination.

For a CRT:

- A higher level of care would be a discharge to inpatient, jail, etc.
- A lower level of care would be a discharge to independent or supported housing program, outpatient treatment (including ACT/FSP program). This can also include "tx goals met" if no further treatment is warranted, but for most residential treatment clients, that would not be the case.
- A "lateral" or uncounted level of care "destination" would include a transfer to another residential treatment facility, whether for MH or SU. This would also include circumstances where you don't know where they went (AWOL without discharge instructions/linkage), or they left against medical advice and are not scheduled for any follow up appointments.

Ex: If you have 10 discharges in the quarter and 1 goes to the PHF, 1 goes to another residential program, 1 AWOLs, and 7 discharge to OP treatment, then you would have 70% lower level of care, 10% higher level of care. (The lateral discharge and AWOL don't count in either metric.)
