

City of Albuquerque
Department of Family & Community Services
Behavioral Health & Wellness Division

RFP-DFCS-BHW-19-02 Pre-Proposal Meeting

Meeting Date/Time: Wednesday, October 30, 2019, 2:30 pm **This is a non-mandatory meeting*

Facilitators: Ellen Braden, Division Manager, Sandra Archuleta, Community Outreach Coordinator

(Division staff in attendance) Reina Martinez, Program Specialist, Triston Lovato-Armstrong, Program Specialist

Welcome & Introductions

- Sandra Archuleta introduces herself and asks everyone to do as well; she states that she is the primary contact for addressing questions and providing technical assistance regarding this RFP.
- Agencies can send questions for clarification about the intention of the RFP via email until November 12, 2019; these will be posted on the RFP page for others to view.
- Technical assistance will be provided at the written request of the agency; those requests will be addressed up until November 19, 2019. Responses to questions will be posted on the website.
- **Contact information:** Sandra Archuleta, saarchuleta@cabq.gov

RFP Purpose: To solicit effective proposals from organizations so services can be provided for persons experiencing homelessness, a social service need, and/or behavioral health issues.

Six Priority Areas include:

- 1) Support Services for Persons Experiencing Homelessness
- 2) Crisis Services for Children who have been Abused, Neglected, and Abandoned
- 3) Food Distribution Services to Persons Experiencing Homelessness and/or of Low to Moderate Income
- 4) Provide Behavioral Health Services to the Urban Native American Indian Population
- 5) School-Based Substance Abuse Outpatient Treatment Services for Middle School-Age Youth
- 6) Supportive Housing and Case Management for Persons who have a Behavioral Health Diagnosis and are Experiencing Homelessness or are Precariously Housed specific to the City/County Community Connections Program

RFP Review/Highlights

- 4.1: You must pick two outcomes from the following: Increased Behavioral Health Stability, Increased Housing Stability, and Increased Individual and Family Resilience.
- 4.2: This RFP is focused on filling service gaps

- 4.2.1: Taking the City’s Westside Emergency Housing Center into account, how can work you do support the work done here? Incorporate what you do into that.
- 4.2.2: Leveraging money helps more people – how will agency leverage Medicaid funds to cover the cost of services? Details on how agency will implement a promising evidence-based practice and show impact/improvements.
- 4.3.3: Keep in mind this is a “Unit of Service” contract, so proposal should be a “per pound” cost.
- 4.2.4: Must include how agency will leverage Medicaid funds to support this.
- 4.2.5: Must include how agency will leverage Medicaid funds to support this.
- 4.2.6: This is specific to the City/County Community Connections Program; case management services shall include 1:10 or 1:15 and consider transitioning clients with case managers. This allocation is for a minimum of 30 clients, but upwards of 40 are expected by year end.
- 4.3: **Service period is July 1, 2020 through June 30, 2021**; reapply for two years following, RFP process is every three years (see *Administrative Requirements*)

Proposals are due Tuesday, November 26, 2019 at 4:00 pm at the Office of the City Clerk (NOT City Hall); all proposals are timestamped and no late proposals will be accepted.

Hand deliver to:

Office of the City Clerk
Plaza del Sol
600 2nd Street NW, 7th floor
Albuquerque, NM 87102

Mail to:

City of Albuquerque
Office of the City Clerk
PO Box 1293
Albuquerque, NM 87103

Questions (Q) & Answers (A) / Comments

(Comment from Reina Martinez): This proposal requires monthly submissions through database and quarterly reports; the monthly data is going to a bigger picture so there are more requirements involved.

Q: Can you explain the \$10,000 for a salary of City Native American Liaison?

A: (Refer to 4.2.4) Proposal must indicate how \$10,000 of allocated dollars will support salary of City’s Native American Liaison. The intent is that this position is an agency employee supported by City funds to work as a liaison to the City; this is not expected to be a full-time position.

(Comment from Reina Martinez): Keep in mind successful respondents will adhere to *Minimum Standards*.

(Comment from Ellen Braden): Minimum Standards will be expanded to all Social Services, not just Substance Abuse Treatment Services; posted soon.

Q: Can you clarify leveraging of federal funds and not issuing preference points for services funded through federal dollars?

A: All services are supported with City general funds, so we can offer the preference points, even if there are federal funds your agency receives to offset the cost of the program. If the City

is issues an RFP using federal funds, then we cannot offer preference points, but 100% of these dollars are city funds.

Q: *(Regarding 4.2.1)* A number of families come to us experiencing homelessness and it can be a number of days before they get into housing. Can the funds be used for a Spanish-speaking person to help with the transition? Or is it for food/meal services only?

A: The funds are meant for meal provision, not all has to go toward that, but the bulk should.

Q: Attaining and redistributing food – is it acceptable to use funds for this?

A: Yes, there should be a cost per pound proposed.

Proposal Format: includes coversheet, project narrative (no more than 13 pages long)

- There's no need for binders, just number the pages and clip together;
- Include proposed target population, service delivery, how services will be provided, identify at least two outcomes mentioned, and explain how progress will be measured;
- Question to keep in mind: How does the work you're doing change the trajectory of someone's life?
- Tip: put the meat of the proposal in higher scoring areas;
- Work plans – provide clear description of work you're doing (see work plan table);
- Organizational capacity – do you have the capacity to do what you say you'll do?
- Past performance is looked at for continuing agencies; justification is important for new agencies (who haven't had a City contract);
- Fiscal soundness is important; audits are reviewed to determine this;
- Take a look at preference points (5.4); list each section, go through each requirement, and go to someone with an objective view for summary review to ensure you're telling your story clearly.

(Comment from Reina Martinez): Don't be afraid to include current successes and how funds can continue to support those, but also ways funds will help improve in weak areas.

Q: Regarding the evidence basis, is there a preference for either research or performance outcomes, or is a blend preferred?

A: If you have a model that works, use it. If you're using a scale, it should be a tested scale. Use something with methodology behind it.

(Comment from Sandra Archuleta): We will look for surveys/tools that have been validated and are reflective of the work being done. Please note how you will measure services; note the tool being used and if it's validated.

Q: Regarding Supportive Housing and Case Management services (4.2.6), are you required to follow the plan and admission criteria of Bernalillo County Community Connections?

A: This particular scope is specific to the City/County Community Connections Program so yes you must follow the admission criteria.

11.0: Proposal Checklist – IMPORTANT TO USE THIS

- There are mandatory and preferred items; if a required item is not included, the proposal will not be accepted!
- You can put the checklist on the front of the packet and then include documents in the EXACT ORDER OF THE CHECKLIST

(Agency Comment): Best practice – submit everything even if it’s preferred not mandatory

Q: On the second page of the mandatory items list it says to include a copy of the personnel policies and procedures *and* a copy of the conflict of interest policy. If that policy is in the policies and procedures, is that sufficient to submit?

A: Submit a complete copy of personnel policies and procedures plus the specific statement regarding conflict of interest (in its own document).

- If you have a large policies and procedures and want to avoid those printing costs, you can submit it via a thumb drive.
- If you have an existing contract and just submitted all of these required documents, you can use the form stating “on file.” (*See Appendix 9*)
- If you have a contract with our Department, “on file” should be sufficient, but if it’s with another Division list who it’s with.

Q: If all documents are turned in with Metro Area Agency on Aging, do we need to resubmit for this RFP?

A: If the RFP was approved/awarded by any Division within the Department of Family and Community Services, including the Area Agency on Aging, then the documents are on file and so you can state “on file” and indicate the Division and that’s sufficient. However, if the RFP has not been awarded you must submit the documents to us.

Q: If the bylaws have been updated, can we just send the amendments?

A: If it is an existing contract with the City you can just send the amendments. If it is a new contract (not previously City-funded), send the entire bylaws with amendments.

(Comment from Reina Martinez): [For existing contracts] please reach out to your Program Specialist to make sure documents are on file.

Q: If we are submitting for more than one subsection (separate proposals), do we submit all documents for each?

A: Yes. Two complete proposals with all documents must be submitted.

Q: What is the notification timeline after review?

A: We will have internal recommendations made by Christmas and notify agencies in January.

(Comment from Ellen Braden): Staff checks each other as part of technical review. Mandatory items are looked for by more than one staff member.

Q: Is there a minimum for indicators of progress?

A: It depends on the service being provided; the complexity of the proposal would influence it.

(Comment from Ellen Braden): For filled positions include both applications and resumes; for unfilled positions include job descriptions.

(Comment from Reina Martinez): Workplans should be driving scopes of service, that information is put into the contract.