



VENTURA COUNTY

BEHAVIORAL HEALTH
A Department of Ventura County Health Care Agency

REQUEST FOR PROPOSALS

Substance Use Services Recovery Housing

ISSUED: September 21, 2020

DUE: November 2, 2020

REQUEST FOR PROPOSALS (RFP) SUMMARY

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REQUEST FOR PROPOSALS (RFP) SUMMARY

**Ventura County Behavioral Health
RFP Summary**

Purpose

Ventura County Behavioral Health (VCBH), a Department of the County of Ventura, invites proposals from qualified applicants to provide Recovery Housing.

Recovery Housing is a safe, clean, sober, residential environment that promotes individual recovery through positive peer group interactions among house members and staff. Recovery Housing is affordable, alcohol and drug free and allows the house members or residents to continue to develop their individual recovery plans and to become self-supporting. Recovery Housing must co-exist in a respectful, lawful, non-threatening manner within residential communities in Ventura County. VCBH provides oversight and quality assurance through monthly reporting, semi-annual site visits and audits with contractual Recovery Housing services.

Each resident will be authorized by the County for admission and length of stay.

The initial anticipated contract period will be from February 1, 2021 through June 30, 2021, with one additional one-year extension.

Timeline (subject to change)

Issue RFP.....	September 21, 2020
Bidder Registration.....	September 28, 2020
Bidder Questions Due to VCBH.....	October 5, 2020
Bidder Question Responses Released.....	October 12, 2020
Proposals Due by 5 p.m.....	November 2, 2020
Contractor Selection/Notification.....	November 30, 2020
Contract Finalized.....	December 4, 2020
Board of Supervisors Approval Received.....	January 12, 2021
Operations Initiated by Contractor.....	February 1, 2021

Intent to Bid

Each bidder is responsible for indicating their intent to bid by September 28, 2020 through the Ventura County Bonfire system at:
<https://ventura.bonfirehub.com/opportunities/31607>

To be able to submit a proposal, your organization must indicate its intent to bid. Any RFP addenda, Questions and Answers, or updated information will be made available

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through the Bonfire system.

Bidder RFP Questions

All questions related to this RFP may be directed to the assigned VCBH Contracts Administrator, Barbara Kramer, through the Message section of the Bonfire system at <https://ventura.bonfirehub.com/opportunities/31607>

The VCBH Contracts Administrator facilitating this RFP is the only individual authorized to answer questions related to this RFP. The questions and answers will be distributed through the online Bonfire fire system to all registered bidders.

Bidder Bonfire Support

Any technical questions or issues related to the use of the Bonfire system may be sent to support@gobonfire.com.

Bidder Additional Information

VCBH recommends the following websites for any questions regarding Recovery Housing:

<https://www.samhsa.gov/sites/default/files/housing-best-practices-100819.pdf>

<https://narronline.org/wp-content/uploads/2015/10/National-Recovery-Residence-Quality-Standards-Oct-7-2015.pdf>

<https://ccapprecoveryresidences.org/>

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GENERAL INFORMATION**

1.1 Purpose of RFP and Introduction

VCBH invites proposals from qualified applicants to provide Recovery Housing to adult clients (ages 18+) of the VCBH Substance Use Services Division (SUS), who have been referred through the County and are engaged in concurrent Outpatient Treatment Services, Intensive Outpatient Treatment Services or Recovery Services.

1.2 Nomenclatures

The terms Bidder, Vendor, Respondent, or Proposer may be used interchangeably in this RFP to designate an organization interested in responding to this RFP. The terms RFP, RFP Solicitation, or Solicitation refer to all proposal documents and related addenda produced by VCBH and provided to prospective bidders. The terms Successful Proposer, Successful Respondent, Successful Contractor, and Contractor may be used interchangeably in this RFP and shall refer exclusively to the organization with whom VCBH enters into a contract because of this RFP.

1.3 VCBH Background

VCBH is the public authority at the County level that is responsible for mental health and substance use treatment, prevention, and education services. As a public agency, VCBH is responsible for assisting many of the County's most vulnerable residents. VCBH provides leadership, coordination, and oversight of prevention, early intervention, treatment, and recovery support services for the following populations: adult, perinatal and adolescents.

VCBH is committed to providing comprehensive mental health and substance use services and ensuring that a full continuum of care is available for our clients. VCBH provides mental health and substance use disorders treatment services through county operated outpatient clinics, regionally based county service teams, and various contract providers. VCBH strives to ensure that the mental health and substance use disorder services that are provided to our clients are consumer driven, integrated, recovery oriented, and culturally competent.

1.4 Recovery Housing Background

In November of 2016, the Department of Health Care Services (DHCS) released Mental Health and Substance Use Disorder Services (MHSUDS) Information Notice No: 16-059 that allows counties who enter into a state-county intergovernmental agreement to participate in the Drug Medi-Cal Organized Delivery System (DMC-ODS) waiver to use Substance Abuse Block Grant (SABG) funds to pay for room and board for Recovery Housing. The information notice provides guidance that Recovery Housing residences can be paid for using SABG

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funds for up to 12 months if the client is engaged in Outpatient Treatment (American Society of Addiction Medicine (ASAM 1.0)), Intensive Outpatient Treatment (ASAM 2.1) or Recovery Services. Ventura County went live with the DMC-ODS waiver on December 1, 2018 and wishes to add Recovery Housing to the continuum of care.

Recovery Housing is intended for cooperative living of individuals who are recovering from a substance use disorder. A resident’s responsibility for the environment sets it apart from formal recovery programs. By adding Recovery Housing to our continuum of care, we also increase the likelihood of clients engaging in Outpatient Treatment, which will decrease overall substance use and homelessness in our community.

Recovery Housing is a safe, clean, sober, residential environment that promotes individual recovery through positive peer group interactions among house members and staff. Recovery Housing is affordable, substance free, and allows the house members or residents to continue to develop their individual recovery plans and become self-supporting.

1.5 Target Population Background

Ventura County Population Information

In 2019, Ventura County had an estimated population of 846,006, a 2.45% increase from 2010. The median household income is \$84,017 (in 2018 dollars). However, 9.1% of people in the County are at or below the poverty line. Thirty-nine percent (39%) of households speak a language other than English as their primary language, with 31% of households speaking Spanish as their primary language in the home.

Ventura County’s population is divided into the following age groups/percentages:

- 17 years of age and under.....23%
- 18 to 64.....61%
- 65 years and over.....16%

Ventura County’s race and ethnicity percentages are as follows:

- Caucasian/White45%
- Hispanic/Latino.....43%
- African American.....2%
- Asian/Asian Pacific Islander.....7%
- Mixed.....2%
- Other.....1%

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Substance Use Services Adult Population Information

The Ventura County SUS adult population that is to be served by this SUS Recovery Housing program includes clients 18 years of age and older. For the period of December 1, 2018 through August 31, 2020, VCBH served approximately 2,811 adult SUS clients in various levels of care that represents approximately .3% of the overall Ventura County population. The demographics of the VCBH SUS client population are:

Ethnicity

- Mexican/Mexican American..... 39%
- Not Hispanic..... 42%
- Other Hispanic/Latino..... 7%
- Unknown..... 12%

Age Group

- 18 to 65..... 99%
- 65+..... 1%

Primary Language

- English..... 97%
- Spanish..... 3%

1.6 Budget

To assist VCBH in determining the potential cost of a bidder’s services, bidder’s must use Attachment A to submit budgets and supporting schedules that respond to the staffing guidelines, training, supervision, management, and services detailed in this RFP. Respondents are to submit two budget proposals that respond to the requirements detailed in this RFP, and which covers an 8-month period with the option for one additional one year extension. The first year one budget is for the five (5) month period of February 1, 2021 through June 30, 2021. VCBH recognizes that the selected provider will need to conduct various start-up activities in advance of and in preparation for program services delivery, therefore, the year one budget should include a start-up budget and an operational budget. Both a start-up budget and regular operational budget template are provided in Attachment A. The second year two budget is for the twelve (12) month period of July 1, 2021 through June 30, 2022 and should reflect a fully operational services budget. Expenses are to detail staffing, direct operational expenses, and indirect expenses (indirect expenses not to exceed 15% of direct expenses and should include the type of expenses that are not tied to the direct provision of client services). For each budgetary line item, in the cost assignment explanation column of the budget tab of Attachment A, include a description of the item, your

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calculations, annual amount, and any additional information that justifies the expense. See Attachment A for the applicable schedules.

1.7 Timeline

The RFP schedule is provided below (this schedule is subject to change):

Issue RFP.....	September 21, 2020
Bidder Registration.....	September 28, 2020
Bidder Questions Due to VCBH.....	October 5, 2020
Bidder Question Responses Released.....	October 12, 2020
Proposals Due by 5 p.m.....	November 2, 2020
Contractor Selection/Notification.....	November 30, 2020
Contract Finalized.....	December 4, 2020
Board of Supervisors Approval Received.....	January 12, 2021
Operations Initiated by Contractor.....	February 1, 2021

1.8 RFP Questions

It is the responsibility of each bidder to ensure that they are clear on the proposal requirements. Please use the Message section of the Bonfire System project page to submit your questions to VCBH by October 5, 2020. No additional questions will be accepted after this deadline. VCBH will answer bidder questions requesting clarity on the RFP requirements by October 12, 2020. The questions and answers will be made available on the Bonfire System under the Messages Section (see Public Notices) at:

<https://ventura.bonfirehub.com/opportunities/31607>

1.9 Bidder Eligibility and Qualifications

To be deemed eligible and qualified to submit a proposal of qualifications, a respondent must demonstrate in their proposal that they meet the following minimum requirements by the deadline that is specified to submit a proposal. A respondent that does not demonstrate that they meet these minimum requirements will be considered non-responsive and will not be eligible for evaluation and consideration for award of the contract.

California Secretary of State Business Entities Search

Business entities registered with the California Secretary of State as a corporation, limited liability company, or limited partnership must have an active status designation on the California Secretary of State Business Entities Search website. VCBH will not review a proposal submitted from an entity that has any other status

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designation. VCBH plans to use the following link to verify a business entity's status: <https://businesssearch.sos.ca.gov/>. Each respondent should verify their status designation prior to submitting a proposal of their qualifications. If a respondent's status requires correction, this correction must be made prior to the submittal of their proposal of qualifications.

Vendor Required Experience

A respondent must have a minimum of two (2) years' experience in operating and providing Recovery Housing services. In their proposals, respondents will need to detail services they have provided that are similar to the services outlined in this RFP without a plan of correction or contract failures.

Vendor Requirements

Ventura County is soliciting bids for qualified vendors to provide Recovery Housing to adult VCBH SUS clients who will be referred through the VCBH-SUS Care Coordination Team and are actively engaged in concurrent Outpatient Treatment services. At a minimum, Bidder must have the following:

- a. Have current certifications through the California Consortium of Addiction Programs and Professionals (CCAPP);
- b. Membership in a Sober Living Network;
- c. Must comply with the National Alliance for Recovery Residences (NARR) <https://narronline.org/affiliate-services/standards-and-certification-program/>
- d. Organizational, Operational and Administrative Standards;
- e. The Recovery Housing is a legal business entity and will have a business license or incorporation document posted and visible to public;
- f. The Recovery Housing will have a written mission and vision statement consistent with The Sober Living Network's quality standards and business practices;
- g. The Recovery Housing will have written code of ethics and adhere to State and Federal laws as outlined by the Sober Living Network;
- h. Be available for services in a twenty-four (24) hours, seven (7) days per week capacity;
- i. Each facility must have current Policy and Procedure Manuals that set forth rules, regulations, expectations, and governance and grievance procedures.

Unless otherwise provided herein, the successful respondent shall:

- Contractor shall comply with any and all federal, state and local laws as residential housing member of Ventura County.

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- Pay all charges and fees necessary for the performance of the contract.
- Give all public notices necessary for the lawful performance of the contract.

**SECTION 2.0
INSTRUCTIONS TO BIDDERS/RULES GOVERNING COMPETITION****2.1 Submittal Deadline**

Completed proposals should be submitted through the Bonfire system (<https://ventura.bonfirehub.com/opportunities/31607>) no later than 5:00 p.m., November 2, 2020.

Bidders are allowed to submit more than one proposal with different methods of meeting the RFP requirements. If a bidder submits more than one proposal, one proposal must be marked "Base Proposal" and the others shall be marked "Alternate Proposal 1", "Alternate Proposal 2", etc. Each base proposal and alternate proposal shall be submitted in accordance with the terms and conditions of this RFP.

Bidders are responsible for making certain their proposals are received on or before the proposal submittal deadline. The receiving time in the Bonfire System will be the governing time for acceptability of proposals---no late submittals will be allowed.

2.2 Proposal Response

Bidders must submit their proposals and all required information and forms by the submittal deadline. Proposals failing to provide complete information may be deemed non-responsive. Bidders should keep copies of their submittals for future reference.

2.3 Modification of Proposals

If a bidder wishes to make modifications to a proposal that has already been submitted to VCBH through the Bonfire System, they must withdraw the proposal to make the modifications. All modifications must be made and submitted in accordance with the terms and conditions of this RFP. **It is the responsibility of the bidder to ensure that modified proposals are resubmitted through the Bonfire System before the submittal deadline.** Proposals cannot be changed or modified after the submittal deadline.

2.4 Opening of Proposals

Proposals will not be opened publicly. However, a list of the names of the organizations that submitted a proposal will be available within a reasonable time after the submittal deadline. Proposals will be made public and may be inspected at the time of award.

2.5 Examination of the RFP

Bidders should carefully examine the entire RFP, any addenda thereto, and all

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related materials and data referenced herein or otherwise available to the bidder.

Bidders shall be presumed to be familiar with all specifications and requirements of this RFP. Failure or omission to examine any form, instrument or document shall in no way relieve bidders from any obligation with respect to this RFP.

2.6 Proposal Validity

Proposals submitted hereunder shall be firm for 120 calendar days from the due date and through the initial 20-month period of operation.

2.7 Proposal Content/Format

To be considered responsive, proposals should address all items identified in this RFP. Proposals should be prepared in such a way as to provide a straightforward and concise discussion of the bidder's ability to provide the services described in this RFP and meet the needs of VCBH.

Please note that some RFP questions require that the bidder provide a detailed response and/or attachments. Failure to provide a complete response may be grounds for the rejection of a proposal. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness/clarity of content.

In order to facilitate the evaluation and comparison of all submitted proposals, bidder proposals should be submitted in the format described in this RFP. Specifically, each section and all attachments should be clearly labeled. Format instructions must be adhered to; all RFP requirements and requests for information in the proposal must be responded to; all requested data must be supplied. Failure to comply with this requirement may be cause for rejection.

Please respond to this RFP solicitation on 8 1/2" X 11" paper using either Times New Roman or Arial font and no smaller than 12-point font size. Margins should be one inch all around. All pages must be numbered. Single or double spacing is acceptable.

2.8 Costs Incurred in Responding

VCBH will not pay any costs incurred in proposal preparation, presentation, demonstration, or negotiation. Nor does VCBH commit to procure or contract for any services. All costs of proposal preparation shall be borne by the bidder. It is understood that all proposals, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation will become the property of VCBH when submitted to VCBH and may be considered

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public information under applicable law. VCBH assumes no liability for any costs incurred by bidders throughout the entire selection process.

2.9 Addenda

VCBH will issue written addenda to make changes, additions, or deletions to this RFP. Addenda will be sent to all known bidders that complete an intent to bid within the Bonfire System and said addenda will be made available through the Messages Section (see Public Notices subsection) of the Bonfire System at <https://ventura.bonfirehub.com/opportunities/31607>

It is the responsibility of each bidder to ensure that VCBH has their correct business name, address, and contact information on file in the Bonfire System. Any prospective bidder who obtains a copy of the RFP documents from any other source other than the Bonfire System is responsible for advising VCBH that they have said documents and that they wish to receive subsequent Addenda.

2.10 Confidential and Proprietary Data

All materials received relative to this RFP will be kept confidential, until such time an award is made, or the RFP is canceled, at which time all materials received will be made available to the public. All received proposals will be subject to the California Public Records Act, Government Code §6250. Under the California Public Records Act, VCBH may be obligated to provide a copy of any and all responses to this RFP, if such requests are made after the contract is awarded.

One exception to this required disclosure is information which fits within the definition of a confidential trade secret (Government Code section 6254(k)) or contains other technical, financial, or other data whose public disclosure could cause injury to the bidder's competitive position. If any bidder believes that information contained in its response to this RFP should be protected from disclosure, the bidder must specifically mark the pages of the response that contain the information. The County will not honor any attempt by the bidder to designate its entire proposal as proprietary.

2.11 Commitments, Warranty, and Representations

The proposal submitted in response to this RFP will be included as part of the final contract. Bidders are cautioned that if a contract is awarded as a result of this procurement process, any written commitment by a bidder within the scope of this procurement shall be binding upon the bidder whether or not incorporated into a contract document. Failure of the bidder to fulfill any such commitment shall render the bidder liable for liquidated or other damages due to VCBH under the terms of the contract. For the purpose of this procurement, a commitment by a bidder includes:

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- Any modification, affirmation, or representation as to the above, which is made by a bidder in or during the course of negotiation.
- Any representation by a bidder in a proposal, supporting document, or negotiations about the services to be performed (regardless of the fact that the duration of such commitment may exceed the duration of the contract).

2.12 Proposal Validation/Evaluation/Award

Validation

Proposals will be checked for the information required to conform with this RFP. The absence of required information may be cause for rejection.

Evaluation

The successful bidder shall be chosen in accordance with, but not limited to, the following criteria:

1. Proven Performance

The bidder's background, experience, and organizational stability will be assessed. The evaluation will focus on the bidder's record of successful service and support to accounts of comparable size and environment. The ability of the bidder will be evaluated in terms of technical resources, staffing, and staff experience.

Client references will be contacted and their responses will become a part of the award/review process.

2. Compliance with Contract Terms and Conditions

The ability of the bidder to meet and abide by the contract terms and conditions set forth in the attached agreement without requiring modification to the agreement.

3. Support

Emphasis will be placed on the bidder's ability to service and support the needs of VCBH and the clients/families we serve. The Bidder's organizational structure, staffing plan, and method for meeting the requirements of this RFP, in the most efficient manner possible, will be an important consideration.

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4. Requirements/Specifications (plan and approach)

Proposals will be evaluated on the following: general quality and responsiveness to the terms, conditions, and time of performance, completeness and thoroughness, grasp of the work to be performed, approach to be used, and ability to meet the requirements/specifications outlined in this RFP.

5. Cost

The proposals will be evaluated on the basis of the bidder's reasonableness of cost.

Award

The contract will be awarded to the bidder offering the most advantageous proposal after consideration of all evaluation criteria set forth herein. The criteria are not listed in any order of preference. VCBH will establish an Evaluation Committee that will be responsible for evaluating all proposals received in accordance with the evaluation criteria. The Evaluation Committee may also:

- Contact and evaluate the bidder's and any subcontractor's references
- Contact any bidder to clarify any response
- Contact any current users of a bidder's services
- Solicit information from any available source concerning any aspect of a proposal
- Seek and review any other information deemed pertinent to the evaluation process.

VCBH reserves the right to establish weight factors that will be applied to the criteria depending upon order of importance. Weight factors and summary of evaluation scores will not be released until after award of the contract. VCBH will not be obligated to accept the lowest priced proposal, but will make an award in the best interests of VCBH after all factors have been evaluated. While VCBH intends to enter into a contract for these services, it will not be bound to do so. VCBH reserves the right to reject any or all proposals.

VCBH shall be the sole judge of the successful offers hereunder. VCBH reserves the right to award the contract to a bidder that might not have submitted the lowest total price and negotiate with any or all bidders. Bidders are advised that it is possible that an award may be made without discussion or any contact concerning the received proposals. Accordingly, proposals should contain the most favorable

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terms from a price and technical standpoint. **DO NOT ASSUME** that you will be contacted or afforded an opportunity to clarify, discuss, or revise your proposal.

Award will be by means of a written contract with the successful bidder. A Notification of Intent to Award may be sent to any selected bidder, but does not obligate VCBH to award the contracts until the completion of the entire RFP process. Award is contingent upon the successful negotiation of the final contract terms. Negotiations shall be confidential and not subject to disclosure to competing bidders unless an agreement is reached. If contract negotiations cannot be concluded successfully, VCBH may negotiate with the next highest scoring bidder or withdraw the RFP. County Board of Supervisor's approval is required for all contracts that exceed \$200,000.

The contractor shall not commence work until a meeting is held between representatives of the contractor and VCBH. The meeting will be held at VCBH, at a time and date to be established.

2.13 Presentations

Bidders may be invited to make presentations to VCBH, if needed.

2.14 Site Visits

VCBH reserves the right to schedule site visits to bidder's facilities or current operational sites in order to assess the capability and ability of the bidder to fulfill their contractual obligations with VCBH.

2.15 Additional Information

If during the evaluation process, VCBH is unable to determine a bidder's ability to perform, VCBH has the option of requesting any additional information that VCBH deems necessary to determine the bidder's ability. The bidder will be notified and permitted five (5) business days to comply with any such request.

2.16 Errors/Defects in Proposals

If discrepancies between sections or other errors are found in a proposal, VCBH may reject the proposal. However, VCBH may at its sole option, correct any mathematical errors in price.

VCBH may waive any immaterial deviation or defect in a proposal. VCBH's waiver of an immaterial deviation or defect shall in no way modify the RFP documents or excuse the bidder from full compliance with the RFP requirements, if awarded a

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contract.

2.17 Rejection of Proposals

VCBH reserves the right to reject the proposal of any bidder who:

- Previously failed to perform adequately for the County or any other governmental agency within the previous twelve (12) months.
- Submits false, incomplete, or unresponsive statements in a proposal.
- Is in default on the payment of taxes, licenses, or other monies due to County.
- Submits a proposal that contains errors or discrepancies.

2.18 RFP Cancellation

VCBH reserves the right to cancel this solicitation at any time, prior to the submittal deadline.

2.19 Protest Procedures

For a protest to be considered, the protest must be made in writing, signed by the bidder's authorized representative, and delivered to the VCBH Contracts Manager at 1911 Williams Drive, Suite 200, Oxnard, CA 93036. The VCBH Contracts Manager reserves the right to refuse to hear protestors who have not followed the procedures listed below.

The following conditions apply to proposal protest:

- a. Before Proposal Submittal Deadline. Protests of specifications, terms, conditions, or any other aspects of the RFP solicitation must be made before the proposal submittal deadline.
- b. After Proposal Submittal Deadline. Protests of award must be made, no later than five (5) calendar days after the aggrieved party knows or should have known of the facts giving rise to the protest.
- c. Protest Content. All protests must include the following information:
 - 1) The name, address, and telephone number of the protestor.
 - 2) The signature of the protestor or protestor's authorized representative.

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- 3) The RFP solicitation or contract number.
- 4) A detailed statement of the legal and/or factual grounds for the protest.
- 5) The form of relief requested.

d. Protest Process

- 1) If the VCBH Contracts Manager can resolve the issue, there is no further action required.
- 2) If there is no resolution, the issue will be referred to the VCBH Administrative Services Division Chief for review and resolution. If the issue is resolved, there is no further action required.
- 3) If there is no resolution, the issue will be referred to the VCBH Director who will make a determination on the issue and render a determination. This determination will be final.

**SECTION 3.0
SUS RECOVERY HOUSING SCOPE OF WORK/PROPOSAL INSTRUCTION**

3.1 Scope of Work

Recovery Housing, is a safe, clean, sober, residential environment that promotes individual recovery through positive peer group interactions among house members and staff. Recovery Housing is affordable, substance free, and allows house members or residents to continue to develop their individual recovery plans and to become self-supporting. Recovery Housing must co-exist in a respectful, lawful, non-threatening manner within residential communities in Ventura County. VCBH provides oversight and quality assurance through monthly reporting, semi-annual site visits and audits with contractual Recovery Housing services.

Each Recovery Housing resident will be authorized by the County for admission and length of stay. Residents are expected to abstain from alcohol and illicit drug use. Each contracted Recovery Housing operator will be responsible for publishing policies on relapse sanctions and readmission criteria and other rules governing group living. Residents will begin to seek employment upon admission and stabilization.

Standards of Operation

The Recovery Housing operator shall provide 24-hour safe housing, free from alcohol and other drugs which, at a minimum, shall include the following components:

- a. Assess applicant (potential resident) needs and the appropriateness of the residence to meet these needs or referral to community services;
- b. Require residents to attend regular house meetings with house managers, and/or operators. These meetings may be in a group setting with other residents of the Recovery House. Residents shall be required to attend activities and/or services as part of their Outpatient Treatment, Intensive Outpatient Treatment or Recovery Services and maintain house rules;
- c. Provide residents with opportunities to engage in regular activities that are necessary (or optional) and which define a residence, such as cooking, laundry, housecleaning, yard work, etc.;
- d. Maintain a "common area" with adequate space for the proper number of residents to assemble for social and/or other group activities;
- e. Maintain adequate personal space for each resident to be provided dignity, respect and appropriate privacy at all times, and the Recovery Housing will comply with applicable guidelines for the amount of square feet per resident and the number of residents per room (See NARR Section 31.03);
- f. Meet the minimum fire and health standards to ensure the health and safety of all residents (See NARR Section 33.02);

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- g. Take appropriate measures to ensure that the personal property of each resident is secure;
- h. Establish and maintain a culture and environment that is welcoming and understanding to those they serve;
- i. Ensure all residents have access to the: kitchen, refrigerator, stove, dining room, laundry facilities, restrooms, and showers to ensure basic needs are met;
- j. Comply with the following minimum health safety requirements:
 - 1. There shall be adequate space for food storage.
 - 2. All food shall be stored in covered containers, or properly wrapped.
 - 3. Perishable items shall be refrigerated and adequate refrigeration in good repair shall be available.
 - 4. All dishes and cooking implements shall be washed upon use.
 - 5. There shall be adequate hot water for dish washing.
 - 6. Bathroom space shall be adequate for number of residents.
 - 7. Bathrooms shall be kept clean daily.
 - 8. Bathrooms shall provide personal privacy.
 - 9. There is a policy for drug testing.
- k. Post a written description of the procedures regarding chores, assignment of roommates, and primary house rules in a space that is accessible to all residents;
- l. Maintain a non-smoking residence. If the operator's policy is to allow smoking on the property, a smoking area must be designated clearly in an outdoor space where smoke will not affect neighbors and is in compliance with any and all local smoking rules/ordinances. Any and all litter generated in a designated smoking area must be cleaned up daily;
- m. Afford residents opportunities to engage in daily recreational, cultural, physical activities, either as an individual or with a group;
- n. Ensure that all Recovery Housing residents are engaged in employment, treatment, education, volunteer work, active job search, recovery support services or other approved daily activities conducive to the recovery process;
- o. Recovery Housing proprietors are responsible for ensuring neighborhood parking is in compliance with town/city ordinances and is NOT intrusive to neighbors;
- p. Establish and maintain a "Good Neighbor Policy" with direct neighbors of the Recovery Housing;
- q. Comply with the following minimum fire safety requirements:
 - a. There shall be no smoking in residences (including porches, patios, and balconies).
 - b. Smoking is only allowed outside (20 feet from any door or operable window) and smoking materials shall be disposed of safely.
 - i. There shall be no accumulation of clothing, newspapers, or cartons in the living/sleeping areas.
 - ii. Stoves and cooking areas shall be kept clean of grease accumulation.
 - iii. Furniture and drapes are treated with fire retardant materials.

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- iv. Smoke detectors, fire extinguishers, and CO2 detectors shall be installed (according to Ventura County Fire Code).
- v. Exit doors shall be clearly marked and readily available.
- vi. Fire drills from sleeping areas should be encouraged; and
- vii. Buildings with 2nd floor shall have emergency fire ladders clearly marked.

Drug and Alcohol Testing

The heart of the Recovery Housing experience is the process of learning how to live a life free from drugs and alcohol. Requirements in this section support the important aspects of enforcing abstinence and of managing relapse situations. Other requirements ensure that toxicology screening is conducted in a consistent and fair manner by competent and trained individuals.

- a. All residents of the Recovery Housing are to submit to random toxicology screenings at the request of VCBH (or designee), or if permitted and in accordance with all applicable regulations, at the request of the Recovery Housing operator.
- b. The Recovery Housing residence must document its disciplinary processes for residents who test positive for prohibited substances or who are otherwise determined to be in violation of abstinence rules.
- c. The Recovery Housing operator must have and uniformly enforce a written toxicology testing protocol.
- d. The Recovery Housing operator must document the training given to residents or staff responsible for administering toxicology tests.

House Rules

Recovery House rules must be clearly defined. Any optional rules the Recovery Housing proprietor chooses to implement must be for the needs of the residents, shall not be overly burdensome, and must be consistent across multiple residents. The following should be considered minimum mandatory standards for every Recovery Housing:

- a. Weapons, physical violence, threats of violence, abusive behavior or language must be prohibited;
- b. Curfew must be followed;
- c. All residents must complete assigned chores;
- d. There shall be no smoking or consuming alcohol and/or other drugs by anyone on the property of the Recovery Housing;
- e. Alcohol and items containing alcohol shall not be brought onto the property for any reason;

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- f. Abstinence is required of all residents. Abstinence requirements are not violated for certain medications taken as prescribed by physicians aware of the resident's substance use disorder, and where such medications are consistent with the home's published medication guidelines;
- g. Regular attendance of house meetings shall be mandatory for all residents and it shall be the responsibility of Recovery Housing management to ensure proper participation;
- h. Operators or House Managers in charge of an individual Recovery Housing facility must be accessible to residents daily. The operator and/or House Manager shall be clearly and easily identified and shall remain available at all times;
- i. Each Recovery Housing shall have in its house rulebook a policy addressing visitation including hours, terms of contact, areas for visitation, visitor access, child visitation and monitoring, etc. The House Rulebook shall also contain standards of operation and rules, regulations, expectations and governance procedures of the House;
- j. House rules must be based on respect for the dignity of the individual;
- k. Threats, antisocial conduct, lewdness and behavior which violates the principle of respect for the individual must be strictly prohibited, and the prohibitions must be strictly enforced;
- l. All residents must be actively involved in self-directed recovery program activities and must attend A.A./N.A. meetings;
- m. Policies on resident medications must be written, disclosed to residents and strictly followed.

Required Policies

- a. Admission and Discharge
- b. Confidentiality
- c. Sexual Harassment & Verbal Abuse
- d. Weapons, Alcohol, Illegal Drugs and Illegal Activity
- e. Prescribed Medication Policy
- f. Drug and Alcohol Testing Protocol
- g. Management and Staff Responsibilities
- h. Documentation/Record Keeping/Financial Agreements
- i. Incident Report Policy
- j. Accessibility of Service Requirements
- k. Cultural Competency
- l. Nondiscrimination

Additional County Requirements

- a. Maintain written procedures for program methodologies, modalities and admission, actions/conditions/circumstances for client eviction from the

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- program, consequences when a client relapses and consumes alcohol and/or non-health sustaining drugs, and conditions under admission requirements.
- b. FDA approved medications for alcohol and other drug treatment shall be allowed in Residential Housing.
 - c. Clients must be promptly referred for medical or psychiatric evaluation when deemed appropriate by staff.
 - d. Clients shall be provided the opportunity for participation in planned recreational activities on a voluntary basis.
 - e. Clients shall be referred directly or by referral process to other needed services, such as: GED classes, higher education, vocational education, job training, resume writing, medical services, dental services, legal services, CalWorks, CalFresh, Medi-Cal, etc.
 - f. Collaborative community partnerships and service systems shall be initiated by establishing procedures that will ensure strong, reliable linkages with other community service providers and service organizations for client support. These collaborative efforts shall be designed to integrate, coordinate and access necessary support services within the community in order to ensure successful client treatment and recovery. These efforts shall help achieve mutual goals espoused by Federal, State, and County systems to integrate services, prevent relapse through the use of community support services, reduce fragmentation of care and establish better communication and collaboration at all levels, but particularly among local providers and agencies who work with this target population.
 - g. Provide or assist in transportation to treatment provider appointments. Only drivers licensed for the type of vehicle operated shall be permitted to transport adult clients and children. Manufacturers rated seating capacity of vehicles shall not be exceeded and child safety seats shall be utilized when transporting children if required by California Motor Vehicle code. Motor vehicles used to transport clients and children shall be maintained in safe operating condition.
 - h. Each client will be provided a copy of the bidder's Code of Conduct and it shall be displayed in an area accessible and conspicuous to all clients and staff.
 - i. Collaboration with other stakeholders involved with the client's recovery is required, and may include, but is not limited to: client's family, court personnel, probation officers, parole agents, social services, VCBH care coordinators and outpatient clinic staff, as necessary. A completed release of information for each stakeholder, signed by the client, shall be kept in the client's file.

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Facility Requirements

- a. CONTRACTOR shall operate as a legal business entity and shall maintain a business license and incorporation documentation that is posted and visible to the public.
- b. Proof of Home Ownership (copy of deed, lease agreement or comparable supporting documentation). In addition, if leasing the location, a bidder must provide proof from the landlord that the bidder is authorized to sublet the property and use it for a recovery residence.
- c. Obtain the appropriate county permit, if located in an unincorporated area of a county, or city permit if required to operate the facility. Selected bidder shall be approved for any permits required and maintain the permit in good standing for as long as the facility is in operation and shall be prepared to present such permits and/or licenses to County upon request.
- d. Facility location shall be obtained and/or maintained that is appropriate and accessible for servicing referrals from VCBH, readily accessible by public transportation, easily accessible to community services, educational resources, health care facilities, and employment opportunities, and in compliance with Americans with Disabilities Act (ADA) and California State Administration Code Title 24.
- e. Ensure that Residential Housing is free of alcohol and any non-prescription drugs that could be utilized in an illicit manner, this also includes medical marijuana.
- f. Provide all facilities, facility management, supplies and other resources necessary to establish and operate the program.
- g. Have sufficient space for services (Residential Housing, activities, staff and administrative offices). Have indoor and outdoor activity space for residents according to program goals and objectives.
- h. Have living, sleeping, bathing and toiletry areas enclosed by permanent walls, floors, ceilings and doors.
- i. Provide clean semi-private rooms for each adult client. If bidder is able to provide a program that allows adult male clients to reside with their child(ren), a clean semi-private room will be provided for the adult and their child(ren). If applicable, adult clients with children shall be provided separate sleeping quarters from adult clients without children.
- j. Ensure minimal personal security and privacy in facilities where female and male adult clients are housed in the same program by providing:

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- i. Separate and adequate toilet, hand washing, and bathing facilities for females and males and these shall be in proximity of designated sleeping areas.
- ii. Separate and adequate sleeping areas for females and males. Such areas shall be enclosed by permanent walls which extend from the floor to the ceiling and have a permanent door.
- k. Designated buildings, and/or rooms, and/or space shall exist for Residential Housing services.
- l. Facility fixtures, furniture, equipment and supplies shall meet the standards as listed in the Department of Alcohol and Drug Programs, California Code of Regulations (CCR), Title 9, Division 4, Chapter 5 guidelines – Section 10584).
- m. Laundry facilities (washers/dryers) shall be on site.
- n. Supplies shall be provided for basic living needs (example: paper towels, toilet tissue, hand soap, bath towels, bed linens, laundry soap, etc.).
- o. Adequate telephone service on the premises shall be made available to clients for emergency use.
- p. A telephone must be available within the facility for resident use twenty-four (24) hours per day, seven (7) days per week. This may be a pay phone.
- q. First aid supplies shall be maintained and be readily available in the facility.
- r. Adult clients shall be trained and instructed in the facility emergency procedures.
- s. Written policies will be maintained that limit and monitor access by individuals who are not clients, staff, volunteers, or authorized visitors.

Good Neighbor Standards

- a. The Recovery Housing operator will provide neighbors with the responsible person(s) contact information upon request. The responsible person(s) responds to neighbor's complaints, even if it is not possible to resolve the issue.
- b. The Recovery Housing operator will have rules regarding noise, lewd or offensive language, cleanliness of public space around property, smoking, loitering and parking that are responsive to neighbors reasonable complaints.
- c. The Recovery Housing operator will collect documentation that demonstrates that the new resident orientation includes how residents and staff are to greet and interact with neighbors and/or concerned parties.
- d. The Recovery Housing operator will have and enforce parking courtesy rules where street parking is scarce.

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Staff Requirements

- a. To maintain full-service, twenty-four (24) hour operations, the Recovery Housing operator will provide and administer staff/volunteers/interns, management systems and have a written Personnel Policy and Procedures Manual and written Recovery Housing policies and procedures.
- b. The written Personnel Policy and Procedures Manual shall contain the following for all staff/volunteers/interns, at minimum:
 - i. Recruitment procedures
 - ii. Screening and selection procedures
 - iii. Training and orientation process
 - iv. Personnel file documentation requirements
 - v. Duties and assignments (job description)
 - vi. Supervision and evaluation responsibilities
 - vii. Protection of confidentiality procedures
 - viii. Utilization of volunteers/interns in services provided and standards to be followed.
- c. Recruit, hire, train and maintain diverse staff/volunteers/interns personally and professionally qualified and culturally competent; if necessary, and/or required by regulations and/or standards.
- d. Provide staff to provide assistance to clients.
- e. Ensure during the provision of Recovery Housing services being rendered, there shall be at least one staff member in the facility who is capable of providing First Aid and/or CPR. Staff providing First Aid and/or CPR shall be qualified by the American Red Cross or other recognized agency. Verification of CPR certification shall be placed in the personnel file.
- f. Maintain a staff to client ratio of not more than twelve (12) clients to one (1) staff member during all hours of operation.
 - i. For Recovery Housing between the hours of 10:00 pm and 10:00 am, a minimum of one staff member will be present for every fifteen (15) clients in residence.
 - ii. For Recovery Houses with more than fifteen (15) clients, a minimum of two (1) awake and alert paid staff members with current CPR certificate and current first aid training.
- g. All staff/volunteers/interns providing services where adult clients with children reside must complete a criminal record review and clearance.
- h. Staff/volunteers/interns shall have regular periodic training that covers:

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- i. Emergency procedures
 - ii. Individual and agency emergency preparedness
 - iii. Emotional responses to emergency
 - iv. Utility shut-off procedures
 - v. Fire suppression and proper use of fire extinguishers.
- i. All staff/volunteers/interns shall be trained or shall have experience which provides knowledge of the skills required in the following areas, as appropriate to the job assigned, and as evidenced by safe and effective job performance:
 - i. General knowledge of Recovery Housing
 - ii. Housekeeping and sanitation principles
 - iii. Principles of communicable disease prevention and control
 - iv. Recognition of early signs of illness and the need for professional assistance
 - v. Availability of community services and resources
 - vi. Recognition of individuals under the influence of alcohol and/or drugs
 - vii. Principles of nutrition, food preparation, storage and menu planning
 - viii. Utilization of evidence-based practices
- j. A drug-free work environment shall be maintained. Staff/volunteers/interns shall be drug tested prior to hire. Drug test results shall be negative for illegal drug use. Results shall be maintained in the personnel file. Selected bidder shall include a signed release by the staff member/volunteer/intern, per the Health Insurance Portability and Accountability Act (HIPAA) that allows for drug testing information to be kept in the personnel file. All staff/volunteers shall be in good health:
 - i. As defined by and verified as indicated in the CCR, Title 9, Division 4, Chapter 5 guidelines – Section 10564.
- k. Recovery Housing clients shall not be used as substitutes for required staff but shall be permitted to participate in duties and tasks as a voluntary part of their program activities.
- l. The VCBH Code of Conduct for staff shall be adopted or bidder shall develop its own Code of Conduct which shall include, but not be limited to: standards related to substance use, staff/volunteer/intern/client relationships, prohibition of sexual conduct with clients and conflict of interest.
 - i. If the selected bidder elects to develop its own Code of Conduct, such document shall be reviewed and approved, in writing, by VCBH.
 - ii. Selected bidder shall distribute to all staff/volunteers/interns, subcontractors, and members of the Board of Directors a copy of the Code of Conduct. Selected bidder shall document that such persons

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have annually received, read, understand and will abide by said Code of Conduct, which shall become a record in their personnel file.

- m. To effectively service the clients of VCBH, bidders shall be able to address the most recent threshold language (Spanish) of the County and deaf/hard of hearing, whether by implementation of best practice, by having bilingual staff, or as a secondary process by utilizing formal interpreter and translation services. Selected bidder shall refer other Limited English Proficiency (LEP) consumers to appropriate providers in the area.
- n. An ongoing training program shall be developed, implemented, and maintained which shall include, but not be limited to, participation in County sponsored and other cultural competency training for all staff/volunteers/interns. In addition, training specifically related to staff/volunteers/interns' duties shall be addressed. Staff/volunteer/intern participation in training shall be documented and kept in the personnel file for three (3) years.
- o. Complete personnel files for all staff/volunteers/interns must be maintained.
- p. Personnel files contain confidential information and must be stored appropriately. They shall be made available to the DHCS, applicable state agencies, and VCBH staff in any review and/or audit.

Regulatory Requirements

- a. Maintain compliance with all non-discrimination laws and regulations and follow admission policies that ensure clients are admitted to services regardless of anticipated outcomes.
- b. Ensure equal access to quality care by diverse populations. Adopt the U.S. Department of Health and Human Services National Culturally and Linguistically-Appropriate Service (CLAS) standards.
- c. Comply with all State and Federal statutes and regulations regarding confidentiality, including but not limited to applicable provisions of Part 2, Title 42 Code of Federal Regulations; Welfare Institutions Code Sections 5328 et. seq., and 14100.2; Sections 11812 of the Health and Safety Code; Title 22, CCR Section 51009; and HIPAA.

Performance Standards

- a. Compliance with VCBH Guidelines for Recovery Housing Environments (See Substance Abuse and Mental Health Services Administration (SAMHSA), NARR and CCAPP links).
- b. Utilize VCBH Electronic Health Record (EHR) System for client profile information. Billing will be performed through the EHR system.

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- c. All residents must have a personal file that contains at a minimum the following items:
 - i. Basic personal information such as name, date of birth, emergency contact, etc.
 - ii. Recognition of client rights, house expectations, grievance and complaint procedures.
 - iii. Initial financial assessment done at entry and every month thereafter. Note: County is to be notified when residents' financial status changes affecting the residents' share of cost.
 - iv. Appropriate releases of information, as they apply.
 - v. Current employment status, updated as needed, and proof of salary (i.e. a copy of check stub).
 - vi. Urinalysis results.
 - vii. Any incident reports regarding the resident.

Program and Reporting Outcomes Requirements

- a. Develop and maintain written procedures to identify outcomes of program services and outcome measures utilized for the program, as defined by VCBH.
- b. Recognize that a SUD is a chronic condition requiring a range of recovery support.
- c. Recognize that co-occurring mental disorders often accompany SUD.
- d. Residents who are receiving County financial assistance toward rent are expected to pursue employment and will be participating in Outpatient Treatment, Intensive Outpatient Treatment, or Recovery Support services. The residents must be:
 - i. Gainfully employed (if employable) and contributing to their rent
 - ii. Obtaining & continuing to maintain their sobriety
 - iii. Actively engaged in the recovery support activities
 - iv. Exhibiting no new criminal activity
 - v. Engaged with all health services, as appropriate

Authorization Process

VCBH SUS Care Coordination Team pre-authorizes all residents including transfers between Recovery Housing providers.

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Recovery Housing operators shall comply with the VCBH Recovery Housing Admission Criteria and Authorization Request Process.

Program Standards

- a. Recovery Housing operator shall comply with any and all federal, state and local laws as residential member of Ventura County.
- b. Recovery Housing operator shall agree to comply with VCBH Guidelines for Recovery Housing.

Admission Criteria

In addition to the above-noted criteria, to access Recovery Housing beds, residents must:

- a. Meet medical necessity for ASAM Level of Care: 1.0 Outpatient Services, 2.1 Intensive Outpatient Services or Recovery Services;
- b. Be concurrently enrolled and actively participating in substance use treatment services or Recovery Services through VCBH and/or other VCBH contract Providers during their entire length of stay;
- c. Meet, at a minimum, the following risk ratings of the ASAM Criteria:

Dimension 1: Substance Use, Acute Intoxication, Withdrawal Potential	0 – 1
Dimension 2: Biomedical Condition and Complications	0 – 2
Dimension 3: Emotional, Behavioral, or Cognitive Condition and Complications	0 – 2
Dimension 4: Readiness to Change	0 – 1
Dimension 5: Relapse, Continued Use, or Continued Problem Potential	0 – 2
Dimension 6 Recovery/Living Environment	2 – 4

3.2 RFP Proposal Questions and Budget Request

Bidders responding to this RFP shall demonstrate their ability to implement, manage, and evaluate the performance of the program described in this RFP. Proposals shall include a response to the following areas of interest/questions:

I. Organization Profile and Qualifications (Limited to 2 pages of text)

Bidders must provide an organization profile. The profile must include the following information:

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- a. Company name, address, and telephone number. Please ensure that you provide your company's legal entity name.
- b. Organization ownership. If incorporated, the state in which the organization is incorporated and date of incorporation.
- c. Location of the organization's offices.
- d. Location of the office servicing any California contracts.
- e. Number of employees both locally and nationally.
- f. Location(s) from which employees will be assigned to the VCBH contract.
- g. Name, address, and telephone number of the bidder's point of contact for the contract that results from this RFP.
- h. Organization background/history.
- i. Experience, qualifications, and length of time operating the type of services described in this RFP. Please provide a description of the type of services that were provided, including the number of staff, location of services, and date the services were provided. A minimum of two (2) years' experience providing the type of services described in this RFP is required to submit a proposal.
- j. The bidder must also include a complete disclosure of any alleged significant prior or ongoing contract failures. Disclosure of any alleged significant prior or ongoing plan of correction and contract failures, any past or pending civil or criminal litigation or investigations which involve the Bidder or which the Bidder has been found guilty or liable. VCBH also requires that all potential contract entities self-disclose any pending charges or convictions against them or any individual with their organization for violations of criminal law, any sanctions, and any disciplinary actions by any federal or state law enforcement agency, regulatory agency, or licensing agency (including exclusion from Medicare and Medicaid programs). Failure to fully comply with this provision may disqualify a proposal.

VCBH reserves the right to reject any proposal based upon the bidder's prior history with the County or with any other party based on their prior unsatisfactory performance, criminal, adversarial or contentious behavior, significant failure(s) to meet contract milestones, or other significant contractual failures.

II. Staff Recruitment, Qualifications, and Productivity (Limited to 4 pages of text plus Resumes, Job Descriptions, and Salary Information)

In this section, the bidder shall respond to the following questions:

- a. Describe how your organization will recruit, train, supervise, and retain staff that has experience assisting substance use consumers (especially consumers who are bilingual and/or multicultural) as outlined in the RFP.
- b. Identify key staff and their position within the organization (use Attachment C). Specifically, identify those individuals that will be directly involved in meeting

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- the day to day administrative requirements of the facility, supervising staff, and managing/overseeing the contract. Provide resumes, job description, and salary information for these staff members, plus Attachment C.
- c. Provide a staffing plan, including the number, type, and qualifications of staff. Staffing must be sufficient to provide requested services.
 - d. If your organization plans to sub-contract work, indicate the name and address of the organization, type of work, and tasks they will perform. Identify the staff to be assigned, their position, qualifications, and representative experience.
 - e. Conduct criminal background record checks and receive finger print clearance from the California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) for all employees, subcontractors and volunteers that work with, interact with and/or who have access to the residents.

III. Program Approach and Work Plan (Limited to 7 pages of text)

In this section, the bidder shall respond to the following items:

- a. Describe your program implementation plan. Include information related to your startup budget, organizational transition timeline, implementation process, and training needs.
- b. Describe how the proposed program will provide services as defined in this RFP. Please include details regarding all program/service components and goals. Please detail how you will align services to coincide with VCBH's vision for service provision as detailed in Section 3.1.
- c. Describe the classes, trainings, and educational/vocational activities that will be offered to consumers by staff members or through other community resources.
- d. Describe how supervision, management, and support for the day to day program operation will be provided.

IV. Clinical Risk Management and Client Rules (Limited to 7 pages of text)

In this section, the bidder shall respond to the following items:

- a. Describe how your organization will address issues that may arise in the program related to client and staff safety, maintaining appropriate ethical boundaries, and conflict resolution.
- b. Describe the strategies your organization will use to assist clients in: (1) developing the skills to become self-sufficient, (2) increasing their levels of independence and functioning, and (3) transitioning to appropriate substance use treatment levels of care.
- c. Describe the policies, procedures, programs, emotional and educational support, and counseling interventions that will be utilized to address co-

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occurring disorders and promote recovery in client's sober living. Please include in your description a system of progressive consequences or incentives and how you intend to promote a tobacco, and drug and alcohol free environment.

- d. Describe your organization's written policies and program philosophy regarding client expectations and house rules.

V. Cultural Competency (Limited to 2 pages of text)

In this section, the bidder shall:

- a. Describe how their organization will work to establish a program that is culturally and linguistically competent (aligned to the population of Ventura County, as outlined in Section 1.5 of this RFP).
- b. Describe any potential challenges to establishing a program that is culturally and linguistically competent and how these challenges will be addressed.
- c. Describe how adherence to the principles of strength-based, client, and family-driven services and programming will be routinely assessed and improved upon.

VI. Quality Assurance and Performance Measurement (Limited to 4 pages of text)

In this section, the bidder shall:

- a. Describe the administrative procedures and evaluation methods that their organization will use to gather, measure, evaluate, and monitor: (1) client satisfaction, (2) client goals and objectives, and (3) outcomes. Explain how these procedures and methods will lead to improved service delivery and program design.
- b. Describe the supervisory and administrative structure that your organization will use to ensure that the services provided are of the highest quality.

VII. Food and Dietary Needs of Clientele (Limited to 1 pages of text)

In this section, the bidder shall:

- a. Describe how their organization will respond to the dietary needs of the clients in their facility. Please include how clients with special dietary needs will be accommodated.

VIII. Facility Floor Plans and Information (Limited to 1 page of text plus attachments)

The facility utilized for Recovery Housing is an integral component of the proposed services. In this section, the bidder shall:

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- a. Describe the facility (including square footage, number of rooms and beds etc.) and provide floor plans, pictures (exterior and interior), or any other items that will assist in describing the facility in detail.
- b. Specify the number of years the facility has been in operation.
- c. Provide proof of lease/rental agreement.

IX. Budget Request (Limited to 3 pages of text, plus Attachment A)

To assist VCBH in determining the potential cost of a bidder's services, bidder's must use Attachment A to submit budgets and supporting schedules that respond to the staffing guidelines, training, supervision, management, and services detailed in this RFP. Respondents are to submit two budget proposals that respond to the requirements detailed in this RFP, and which covers an 8-month period with the option for one additional one year extension. The first year one budget is for the five (5) month period of February 1, 2021 through June 30, 2021. VCBH recognizes that the selected provider will need to conduct various start-up activities in advance of and in preparation for program services delivery, therefore, the year one budget should include a start-up budget and an operational budget. Both a start-up budget and regular operational budget template are provided in Attachment A. The second year two budget is for the twelve (12) month period of July 1, 2021 through June 30, 2022, and should reflect a fully operational services budget. Expenses are to detail staffing, direct operational expenses, and indirect expenses (indirect expenses not to exceed 15% of direct expenses and should include the type of expenses that are not tied to the direct provision of client services). For each budgetary line item, in the cost assignment explanation column of the budget tab of Attachment A, include a description of the item, your calculations, annual amount, and any additional information that justifies the expense. See Attachment A for the applicable schedules.

VCBH reserves the right to adjust the cost and content of the actual program with the selected Bidder. By submitting an offer under this RFP, the Bidder warrants its agreement to the budget proposal. No additional charges/expenses will be allowed unless specified within the proposal response and budget.

3.3 Required Proposal Information

Please ensure that your proposal has the following information and structure:

1. Cover Letter/Signature on Proposal (Limited to 1 page of text)

A cover letter, which shall be considered an integral part of the proposal, shall be signed by the individual(s) who is/are authorized to bind the bidder contractually. The signature(s) must indicate the classification or position that the individual(s) hold in the bidder's organization.

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The cover letter shall designate a person or persons who may be contacted during the period of evaluation with program/fiscal questions or contract issues. Include the contact name(s), type of questions/issues they can respond to, title, address, telephone number, fax number, and email address.

The cover letter shall be on the bidder's company letter head with the legal name of the company that VCBH would be contracting with.

2. Executive Summary (Limited to 1 page of text)

Please provide an executive summary of your proposal that clearly shows that your organization is qualified to perform the services described in this RFP and that you fully understand the multiple components of the RFP.

3. Response to the RFP Proposal Questions and Budget Request (Limited to 31 pages, plus supporting documents)

Please provide a response to the RFP proposal questions that are listed in Section 3.2 of this RFP. Bidder's responses shall address each item in the order given, identify each response by item letter, and include any attachments that are requested. Submit a full explanation of, and justification for, any exemptions or deviations.

4. Financial Statement (Limited to 1 page of text plus supporting documents)

Bidders must provide a current and prior year financial statement or their latest annual report. Bidders shall make a definitive statement regarding their financial ability to perform the requirements hereunder.

5. References (Limited to 1 page of text) (see/use Attachment D)

Bidders must provide a minimum of three (3) references from similar projects performed within the last three years. Information provided shall include:

1. Organization name
2. Project Manager name and telephone number
3. Project description
4. Project dates (starting and ending)
5. Staff assigned to the project and who will be assigned to the VCBH contract per this RFP
6. Dollar value of contract

6. Business Continuity Plan (Limited to 1 page of text)

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SUS RECOVERY HOUSING SCOPE OF WORK/PROPOSAL INSTRUCTION**

Please provide a short description of the plans and procedures your organization has in place to keep operations running smoothly in the event that: (1) one of your key staff members is on vacation or is temporarily or permanently incapacitated and/or (2) a natural or man-made disaster occurs that disrupts operations.

7. **Bidder Understanding** (Limited to 1 pages of text)

Bidders may include an understanding of VCBH's needs or any other information deemed necessary which may not be required in any other section of the RFP.

8. **Requirements** (Limited to 2 page of text)

Bidder shall state on a **point-by-point** basis whether proposal is in compliance with the requirements/specifications of the RFP (Section 3.3). A full explanation of and justification for any exemptions or deviations must be provided in this section.

9. **Compliance with County Standard Contract Terms and Conditions**
(Limited to 3 pages of text)

Bidders shall review the standard contract (see section 4.1 and Attachment B) and state their acceptance of the contract terms as presented. Any comments, deviations, or exceptions to this contract must be provided in your proposal. Precise substitute wording must be offered in place of any section objected to. It is not sufficient to state merely that an exception is noted to a particular section. Deviations considered excessive by the County may reduce or eliminate a Bidder.

10. **Payment Terms** (Limited to 1 page of text)

Customary payment terms are Net 45 days for work performed. Bidders shall indicate their acceptance of these payment terms.

11. **Non-Collusion Affidavit**

Bidder proposals must include a signed Non-Collusion Affidavit that is provided in Attachment E (see section 4.6 for more information).

4.1 Compliance with VCBH Contract Terms and Conditions

The successful bidder will be required to enter into a written contract with VCBH for the services described in this RFP. The County's standard contract (see Attachment B) shall form the basis for any contract entered into hereunder. Please review the attached contract prior to submitting your proposal. Any comments or exceptions to this contract must be included in your proposal.

4.2 Insurance Requirements

The successful bidder shall acquire and maintain all insurances described in Section 9 of the standard contract (see Attachment B).

4.3 Permits

Unless otherwise provided herein, the successful Bidder shall:

- Obtain business license and incorporation documentation necessary for the performance of the contract.
- Pay all charges and fees necessary for the performance of the contract.
- Give all public notices necessary for the lawful performance of the contract.

4.4 Contract Term

VCBH will contract with the successful bidder for 8 months with the option for one additional one-year extension. Continuation of the contract is subject to the appropriation of funds for such purpose by the Board of Supervisors. If funds for such continued payment are not appropriated, VCBH may terminate the contract and contractor will relieve VCBH of any further obligation.

4.5 Payment Terms

Customary payment terms are Net 45 days for work performed.

4.6 Non-Collusion

If there is reason to believe that collusion exists among the bidders, VCBH may refuse to consider proposals from participants in such collusion. No person, organization, or corporation under the same or different name, shall make, file, or be interested in more than one proposal for the same work unless alternate proposals are called for. A person, organization, or corporation that has submitted a sub-proposal to a Bidder, or who has quoted prices on materials to a bidder, is not thereby disqualified from submitting a sub-proposal or quoting prices to other bidders. Bidders shall submit with their proposal an executed Non-Collusion (see Attachment E).