

**Addictions Recovery Support Services
RFPQ-7-2023**

Buyer Attachments 1 - RFPQ Proposal Questions & Criteria

INSTRUCTIONS:

ITEMS TO SUBMIT AS SUPPLIERS ATTACHMENTS FOR THIS RFPQ:

Proposal

Two formats are provided for Buyer Attachment 1 – a word file and a pdf version. You may use either for formatting your proposal.

- Your Proposal must be a Word or pdf document; computer generated or typewritten, single-spaced, space-and-a-half or double spaced, formatted for 8.5" x 11" paper. All pages should be numbered. Margins should be at least ½ inch on all sides. Font size can be no smaller than 10 points. Proposals using smaller font sizes or smaller margins may be rejected.
- The Proposer is required to submit **a written narrative for each question** asked in the Proposal Questions and Evaluation Criteria section of the RFPQ for Group 2.1 Programmatic Questions and Group 2.2, Responsible Business Practice Questions. Submit these responses to the questions as a complete proposal response and upload in the "Supplier Attachment" section of the Sourcing Event.
- Proposers must respond to all the questions listed in the **Buyer Attachments 1 - RFPQ Proposal Questions & Criteria**. The format for each question response should be as follows: the group number, question number and title (example: Group 2.1.1 Organization Philosophy).
- Proposal page limit is **12** pages. This equates to not more than **6** sheets of paper that are printed on each side, or **12** pages printed on only one side. We recommend that you not use cover sheets or any extra materials as these will count as pages. Excess pages will be removed and will not be evaluated. This instruction page does not need to be included.
- After uploading the proposal, Proposers need to check the "Yes" button for each question in the Questions section of the RFPQ.
- If Proposer has a formal partnership such as MOUs, QSOAs or letters of commitment, etc. (Question 2.1.4), upload as a Supplier Attachment in the Sourcing Event. This document does not count towards the page limits and should be labeled as **Appendix 1 Partnership Agreements**.

PROPOSAL QUESTIONS

GROUP 2.1 PROGRAMMATIC QUESTIONS (75% OF TOTAL POINTS)

2.1.1 ORGANIZATIONAL PHILOSOPHY (10% of Group 2.1)

Describe your organization's philosophy for providing Recovery Support Services to meet the needs of the communities you serve. Include a description of what makes your organization successful, and describe how your approach and customs complement the communities you serve.

Evaluation Criteria

- *Proposer describes how the culture of the organization (including its values, norms, history, practices, procedures, approach, and customs), matches and complements the communities they serve, and how the organization responds to changing demographics.*

2.1.2 CURRENT ORGANIZATIONAL CAPACITY (10% of Group 2.1)

Please share your existing organizational capacity and speak to the Recovery Support Services and/or Recovery Center that you currently operate. Include information on your organization's current staffing plan, caseload sizes, facilities, targeted population(s) served, recovery center offerings/services (if you operate a center), and other relevant resources.

Evaluation Criteria

- *Proposer describes how the organization's existing capacity (including staffing, facilities or other resources) meets community needs.*
- *Proposer describes how funds from the County may be used/allocated to grow their capacity to deliver services or enhance existing program capacity and better serve target communities.*

2.1.3 PROPOSAL/BUDGET (15% of Group 2.1)

If awarded a contract, describe how your organization might allocate contract funds to: (a) Recovery Center Operations and services, (b) Peer Recovery Support Services, or (c) Both Recovery Center Operations and Peer Recovery Support Services to maintain current services or provide new or expanded services to meet specific community needs. Please, describe how these services will align with your organizational philosophy, any specific goals you have in implementing these services, specific populations that will be targeted (if different from who you currently serve), what need(s) or gap(s) in the community will be addressed.

Please describe possible budget categories (e.g., personnel, client assistance, indirect rate, etc.). Your answer does not need to include exact dollar amounts for every possible line item, but should describe general estimated costs associated with proposed services.

Evaluation Criteria

- *Proposer describes how the organization will allocate funds if awarded a contract*

- *Proposer describes general estimated costs associated with positions, operations, etc.*
- *Proposer described how the service proposal will address the community's needs and gaps.*

2.1.4 RECOVERY ORIENTED SYSTEM OF CARE **(15% of Group 2.1)**

Describe how your organization will function as one important partner within a coordinated system of care. Describe how your organization will broker other services and resources for individuals as well as any existing partnerships that your organization may have that will support the core components of this system. Please include in your response how you connect individuals to treatment, mental and physical health care, housing and basic needs services, or other services. If Proposer has a formal partnership such as MOUs, QSOAs or letters of commitment, etc., upload as a Supplier Attachment in the Sourcing Event. This document does not count towards the page limits and should be labeled as Appendix 1 Partnership Agreements.

Evaluation Criteria:

- *Proposer understands its role as a partner in a coordinated system of care and articulates how they intend to participate in the broader service provider network.*
- *Proposer understands peer and recovery center services and shares reasonable strategies to refer and connect individuals to other services and agencies, including strategies related to participants as well as organization participation in the broader service provider network.*

2.1.5 TRAUMA INFORMED CARE **(15% of Group 2.1)**

Taking into consideration SAMHSA's six principles of trauma informed care referenced above, describe how your service delivery model has been structured to create safety and support for individuals, in particular BIPOC, LGBTQ+, and other members of marginalized communities who have experienced trauma (refer to target population). Inclusive to your response the first question, please provide examples of the following:

- *How is the physical environment where services are being provided trauma informed?*
- *What training do your staff receive on Trauma Informed Care?*
- *How do you acknowledge the historical impact of trauma on people of color and how does your agency institutionalize this through policy and practice?*
- *Are there other trauma informed practices that your organization is looking to improve?*

Evaluation Criteria:

- *Proposer's answer reflects an understanding of how to avoid creating conditions that reinforce trauma.*
- *Proposer demonstrates an understanding of the specific needs of BIPOC, LGBTQ+ and other members of marginalized communities (refer to target population) and provides a clear description of how trauma informed services are implemented to meet the needs of those individuals.*
- *The response gives concrete examples of how the agency works to create a supportive environment for trauma survivors.*
- *The proposal addresses both policy and practice in providing trauma informed care.*

2.1.6 SERVICE DELIVERY FOR DIVERSE COMMUNITIES **(20% of Group 2.1)**

Describe your plan for providing **culturally specific**, and/or **culturally responsive** services to diverse populations: including cultural groups (specifically African Americans, Latino, Native

Americans, Slavic, and other immigrant/refugee groups), language specific groups (particularly Spanish), LGBTQ+, Older Adults, Gender Specific, Youth, Differently Abled Individuals, and other marginalized populations. Discuss any agreements with other agencies for service provision to individuals with diverse cultural and/or language needs.

Evaluation Criteria:

- *Proposer addresses why it is important to work with a diverse population.*
- *Proposer illustrates specific ways in which they create a service delivery model that demonstrates that services align peers with staff who are, for example: (1) same culture and speak the same language, (2) provide assessments and materials in various languages that meet the needs of different abilities, (3) provides groups and meetings that meet the cultural needs of populations including internally or through referrals, (4) when you provides services to diverse communities, how do you design a recovery wellness plan.*
- *Proposer demonstrates a high degree of cultural awareness and understanding, such as: why individuals may distrust systems and how their experience of racism may impact service engagement, including safety beliefs/practices, immigration dynamics, religious beliefs, hetero-normative/cis gender/binary centric approaches.*
- *Proposer demonstrates knowledge of key social service, treatment, civic and/or faith-based organizations who work within the community and how the applicant will work within this context to achieve goals.*

2.1.7 PERFORMANCE MEASURES

(15% of Group 2.1)

Describe how your organization collects and uses data to support the effectiveness of your services. Describe how you gather and integrate feedback from participants about your organization's delivery of services. How do you measure the performance of your peers staff? Provide examples of how you define success in your programming using both quantitative and qualitative data?

Evaluation Criteria:

- *Proposer describes how it collects or plans to collect data that demonstrate peer staff performance, evaluation and continuous quality assurance.*
- *Proposer provides examples of how success is defined as it relates to quality programming and how the performance of peer staff is measured.*
- *Proposer describes ways in which the organization gathers and integrates feedback from program participants, provides specific example/s of program development decisions that are informed by participant voice.*
- *Proposer shows how they collect demographics (for example age, race, language, etc.).*
- *Proposer describes, the number of peers served, and the number of contacts*
- *If the organization does not currently do any of the above or has identified areas where improvements can be made, please articulate future plans and/or goals.*

GROUP 2.2 RESPONSIBLE BUSINESS PRACTICES | 25% OF TOTAL POINTS

2.2.1 ENVIRONMENTAL CONSIDERATIONS **(40% of Group 2.2)**

Provide the details of your energy conservation efforts in the form of metrics, practices, and/or processes.

Evaluation Criteria:

- *Proposers should provide metrics on sustainable practices or procedures: that conserve energy & water; prevent waste; & reduce exposure to toxic chemicals.*

2.2.2. SOCIAL EQUITY **(40% of Group 2.2)**

Describe in detail how your (agency/business/ organization) develops a diverse internal workforce. How do you approach internal on-the-job training, mentoring, technical training and/or professional development opportunities addressing diversity? Describe the process(es) used to recruit women and minorities. What types of projects or initiatives have been implemented?

Evaluation Criteria:

- Stories and Metrics on the organization's Board of Directors, workforce, recruitment, hiring, retention, internship, and succession planning.

2.2.3 ECONOMIC IMPACT **(20% of Group 2.2)**

Please describe how your service delivery has positive economic impacts for the communities you are serving?

Evaluation Criteria:

- We are looking to see how service delivery will help the client and community have positive economic impacts. This may include developing a workforce that internally is from the community, providing services that aid in obtaining job skills and assisting in building a business community where services are delivered.