



County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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February 8, 2024

**ADDENDUM ONE  
 TO THE REQUEST FOR STATEMENT OF QUALIFICATIONS  
 FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES  
 RFSQ #REAS23-01**

This is Addendum One to the Request for Statement of Qualifications (RFSQ) #REAS23-01 for Refugee Employment and Acculturation Services (REAS), which was released on December 20, 2023.

Part One of this Addendum contains the answers to the questions that were submitted prior to and during the Vendor’s Conference held on January 18, 2024. Part Two of the Addendum contains portions of the RFSQ that have been revised.

**The information contained in this Addendum One supersedes any related information previously provided.**

The Addendum will be posted and available for download on the following websites:

<https://dpss.lacounty.gov/en/business/contracts.html>

and

<https://camisvr.co.la.ca.us/lacobids/>

The RFSQ application forms are also available for download on the following websites:

<https://dpss.lacounty.gov/en/business/contracts.html>

and

<https://camisvr.co.la.ca.us/lacobids/>

Please continue to access the above-mentioned websites for updates.

ADDENDUM ONE

**PART ONE**

ANSWERS TO QUESTIONS SUBMITTED PRIOR TO  
AND DURING THE REAS VENDOR'S CONFERENCE

**A. SOLICITATION INFORMATION AND MINIMUM REQUIREMENTS**

**Question 1: Can questions be submitted via email throughout the next few weeks?**

Answer: No. As stated in the RFSQ, the deadline to submit written questions was on January 8, 2024, and has passed.

**Question 2: Will the PowerPoint (PPT) Presentation be shared?**

Answer: Yes. The REAS Vendor's Conference PPT presentation will be shared via the Addendum. See Attachment I of this Addendum One.

**B. MINIMUM MANDATORY QUALIFICATIONS**

**Question 3: Are for-profit agencies eligible to participate in the RFSQ process?**

Answer: No. Vendors must be a public or non-profit organization qualified to provide services in the State of California (this includes faith-based organizations or public entities).

**C. PREPARATION AND FORMAT OF THE STATEMENT OF QUALIFICATIONS (SOQ)**

**Question 4: Request for clarification of RFSQ, Section 7.0 – SOQ Requirements, Paragraph 7.5.2 – General Requirements, Subparagraph 7.5.2.3.**

Answer: As part of the SOQ submission, Vendors must include the following documentation:

- 1) Attachment 4 – Articles of Incorporation\*;
- 2) Attachment 5 – Certificate of Good Standing with State of California or State of Incorporation\*;
- 3) Attachment 6 – Statement of Information as filed with California Secretary of State\*;
- 4) Attachment 7 – IRS Letter Giving Tax Exempt Status\*;
- 5) Attachment 8 – Copy of Most Recent Filing under Registry of Charitable Trusts\*;
- 6) Attachment 9 – Financial Statements for Three Most Recent

Fiscal Years; and  
7) Attachment 10 – Pending Litigation and Judgements

Note: \*Not required for public entities.

**Question 5: Do the two checklist pages need to be submitted?**

Answer: Yes. Appendix B, Part I – Statement of Qualifications Checklist and Part II – Statement of Qualifications Checklist must be submitted.

**Question 6: Request for clarification on page 26, Exhibit 7. Is there a second place to list references?**

Answer: Appendix B, Exhibit 7 is intended for Vendor's to list their references as instructed in the RFSQ. However, there is no page limit.

#### **D. SOQ SUBMISSION**

**Question 7: Can the binders be submitted in a box rather than an envelope?**

Answer: Yes. Responses to the RFSQ can be submitted in a box rather than an envelope.

**Question 8: The presentation stated that SOQ should be bound and placed in a 3-ring binder. Is it required to be both or is placing the SOQ in a 3-ring binder sufficient?**

Answer: Yes. SOQs placed in a 3-ring binder is sufficient.

**Question 9: Are the forms fillable?**

Answer: No. However, Vendor's may save the forms in PDF format with a fillable adjustment option to access this feature.

**Question 10: Are Vendors required to submit a budget with their RFSQ response?**

Answer: No. The objective of this RFSQ is to secure one or more qualified Vendors to provide Refugee Employment Program (REP) services. Master Agreements (MA) will be executed with all Vendors determined to meet the minimum mandatory qualifications of the RFSQ. The MA prequalifies Vendors to provide REP services. Upon the execution of a MA, the qualified Vendors will become County Contractors. Based on the County's needs, the County will release a Request for Service (RFS) to request specific services from these Contractors. The RFS will detail the availability of funding. Contractors will submit a response to the RFS, along with a budget

and bid. Please refer to RFSQ, Subsection 2.4 – Master Agreement Process.

#### **E. SOQ REVIEW/SELECTION/QUALIFICATION PROCESS**

**Question 11: Does the County expect to award a MA to one Vendor or multiple Vendors?**

Answer: The objective of this RFSQ is to secure one or more qualified Vendors to provide REP services. MAs will be executed with all Vendors determined to meet the minimum mandatory qualifications. The Department will generally select Vendors that have experience in providing a broad range of REP services. All qualified Vendors will be selected and recommended for the MA award. Please refer to RFSQ, Subsection 2.4 – Master Agreement Process.

#### **F. MASTER AGREEMENT INFORMATION**

**Question 12: Is it the County’s intent to have one or multiple Vendors provide services to all 4,500 participants?**

Answer: The County will exercise its option to award a MA to one or multiple qualified Vendors. Allocation of cases will depend on the number of participants and their location.

**Question 13: How will the reimbursement for services be calculated?**

Answer: Upon the Department’s execution of a MA, the qualified Vendors will become County Contractors. Thereafter, Contractors may be solicited under a RFS process to provide as needed REP services. Rate and method of compensation will be negotiated under the RFS process.

**Question 14: Will Services to Older Refugees (SOR) be separate or remain a part of the REAS Master Agreement?**

Answer: The SOR service category will not be separated. It will remain a part of the REAS MA.

**Question 15: Are the budget pages included in the MA?**

Answer: No. Budgets will not be included in the MA. Please see the answer to Question Number 10 in this Addendum One.

## ADDENDUM ONE

### PART TWO

#### TO THE REQUEST FOR STATEMENT OF QUALIFICATIONS FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES RFSQ #REAS23-01

Addendum One to the Request for Statement of Qualifications #REAS23-01 shall cause the following revisions.

1. RFSQ, Subsection 2.4, Master Agreement Process, Item 2 and Item 3 are revised as follows (**Revisions in red font**).

#### **2.4 Master Agreement Process**

2. Upon the Department's execution of these Master Agreements, the qualified Vendors will become County Contractors. Thereafter, Contractors may, **at the County's sole discretion**, be solicited under a RFS Process to provide as needed, REP services including, but not limited to, case management, employment-related services, and coordinated support services under Service Requisitions (SRs) to be issued by County.
  3. DPSS may, **at the County's sole discretion**, select one or more such Contractors to perform the desired service using a pre-determined set of evaluation criteria, resulting in the award of a SR to selected Contractor(s).
2. RFSQ, Subsection 3.5, Vendor's Case Manager Education Requirements is revised as follows (**Revisions in red font**).

#### **3.5 Vendor's Case Manager Education Requirements**

Vendor's Case Manager(s) must meet one of the following educational requirements, at the time of the SR award:

1. A four-year college degree;
  2. An Associate (AA) degree and two years of case management experience;
  3. An AA degree and two years of employment counseling experience;
  4. Two years of employment counseling experience in the Greater Avenues for Independence (GAIN) environment or a closely related social services or workforce program; **or**
  5. Successful completion of a County-approved employment program for careers in social services case management careers.
3. RFSQ, Appendix B – Required Forms, Exhibit 4 – Minimum Mandatory Qualifications, has been deleted in its entirety and replaced with Attachment II. The Exhibit was revised to reflect the fifth educational requirement for a Vendor's Case Manager(s).



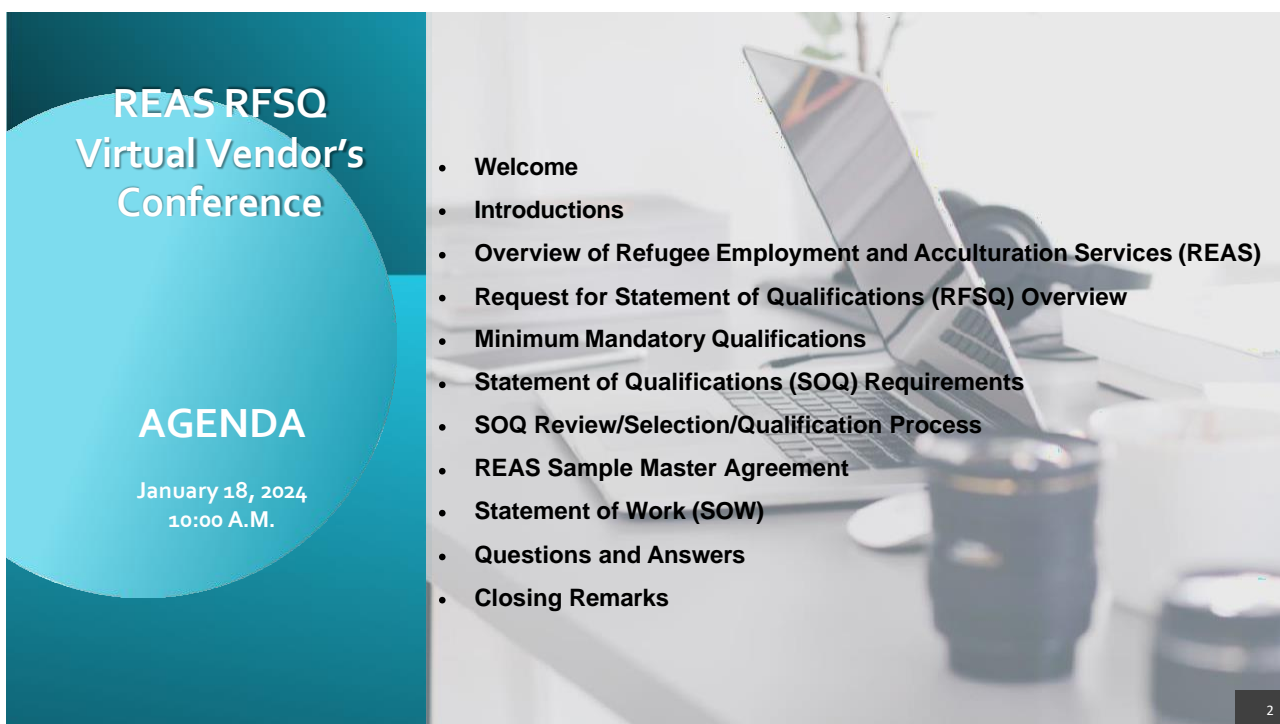
**REFUGEE EMPLOYMENT  
AND ACCULTURATION SERVICES RFSQ**

**VIRTUAL VENDOR'S CONFERENCE**

**JANUARY 18, 2024  
10:00AM**

**CDD** CONTRACT  
DEVELOPMENT  
DIVISION  
COLLABORATE • DEVELOP • DELIVER

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**REAS RFSQ  
Virtual Vendor's  
Conference**

**AGENDA**

January 18, 2024  
10:00 A.M.

- Welcome
- Introductions
- Overview of Refugee Employment and Acculturation Services (REAS)
- Request for Statement of Qualifications (RFSQ) Overview
- Minimum Mandatory Qualifications
- Statement of Qualifications (SOQ) Requirements
- SOQ Review/Selection/Qualification Process
- REAS Sample Master Agreement
- Statement of Work (SOW)
- Questions and Answers
- Closing Remarks

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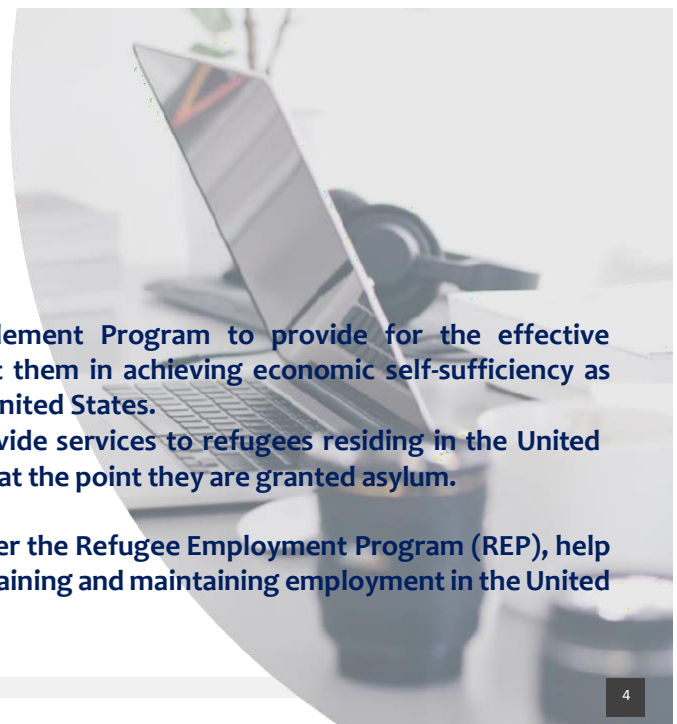
## Overview of REAS

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### Refugee Act of 1980

- Created the Federal Refugee Resettlement Program to provide for the effective resettlement of refugees and to assist them in achieving economic self-sufficiency as quickly as possible after arrival in the United States.
- Made federal funding available to provide services to refugees residing in the United States for five years or less and asylees at the point they are granted asylum.

With the funding, the County's REAS, under the Refugee Employment Program (REP), help refugees achieve economic mobility by attaining and maintaining employment in the United States.



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# Overview of REAS

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## Goal of REP

- To address the needs of refugees in a holistic manner.

## REP Services

- Designed to identify, determine, and deliver assistance to individuals and families to ensure their needs are met while obtaining and retaining employment and becoming acclimated to their new environment.
- Include cultural and linguistic sensitivities, employment-related services, coordinated support services to achieve education and training goals, and humanitarian and sociological activities to assess the refugee's work/education/life experiences in their country of origin.

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# Overview of REAS

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The REAS program includes four service categories:

## 1) Case Management Services:

- Innovative solution-based services to address the assessed needs of refugees;
- Facilitating job placement and retention services, which will lead to the participant attaining self-sufficiency; and
- Motivating and mentoring the participant and family, assessing their needs, referring the participant to resources, and coordinating the participant's efforts in meeting their REP, California Work Opportunity and Responsibility to Kids (CalWORKs), and Refugee Cash Assistance (RCA) requirements.

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# Overview of REAS

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The REAS program includes four service categories (cont'd)

- 2) **Family Stabilization Services:** CalWORKs Welfare-to-Work (WtW) activities established by the State under Assembly Bill 74 to assist CalWORKs participants who are experiencing an identified barrier that is destabilizing their family and interfering with their participation in WtW activities.
- 3) **Service to Older Refugees:** focused on naturalization and citizenship, senior networking, civics classes, referral to mainstream resources, and other senior services to refugees that are 60 years or older.

research

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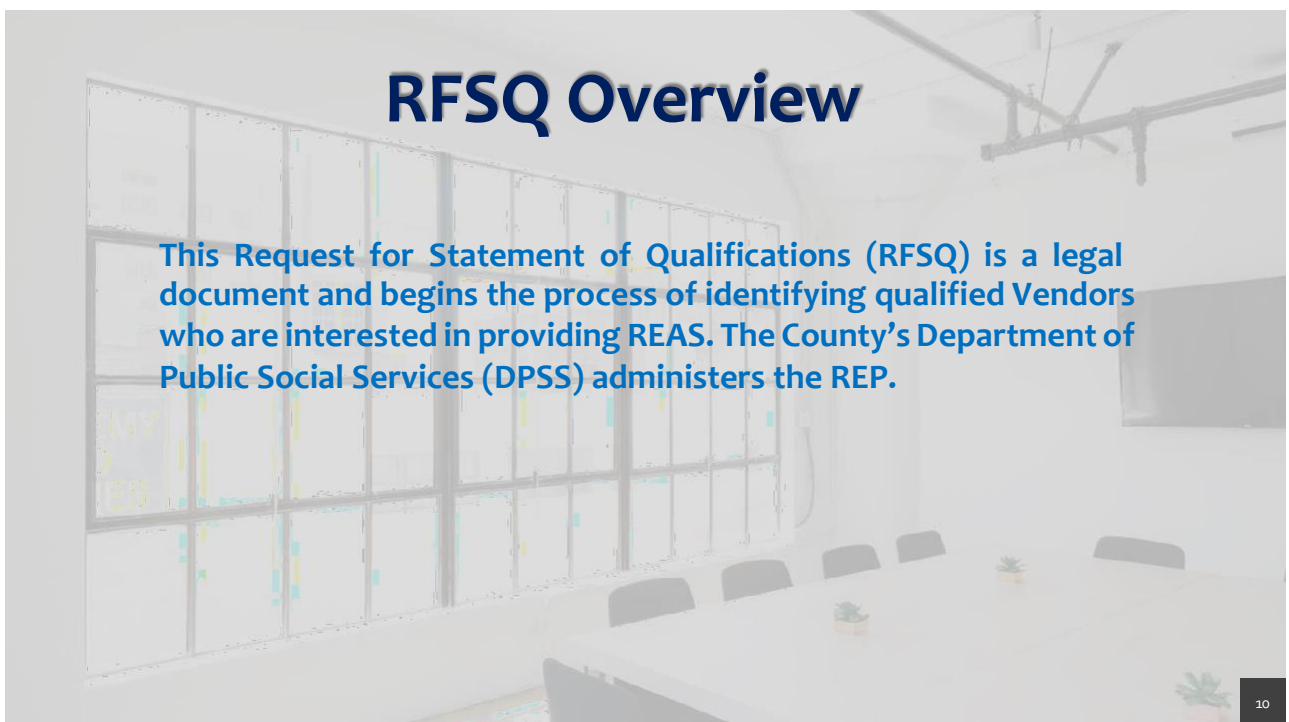
# Overview of REAS

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The REAS program includes four service categories (cont'd)

- 4) **Senate Bill 1232:** requires that participants enrolled in a publicly funded post-secondary education institution for full-time or part-time 1) receive advance standard ancillary service payments for required books and college supplies, 2) not be required to participate in job search activities, and 3) receive three hours of study time for each academic unit enrolled for purposes of calculating WtW hourly requirements.

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## RFSQ Overview

- The RFSQ process seeks Statement of Qualifications (SOQ) from qualified Vendors to enter into a Master Agreement with DPSS to provide REAS to families and individuals throughout the County.
- DPSS will evaluate all SOQs submitted and make recommendations to the County Board of Supervisors (Board) to enter into Master Agreements with all Vendors determined to be qualified.
- The Master Agreement guarantees no minimum amount of work.

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## RFSQ Overview

### The RFSQ:

1. Specifies the Vendor's minimum mandatory qualifications and provides information regarding some of the requirements of the Master Agreement and the solicitation process;
2. Contains instructions to Vendors in how to prepare and submit their SOQ;
3. Explains how the SOQ will be reviewed, and how Vendors will be qualified and selected; and
4. May be closed at the County's sole discretion at any time without prior notice.

# RFSQ Overview

The following Appendices are included in the RFSQ:

- **Appendix A – Sample Master Agreement:** The Master Agreement used for this solicitation. The terms and conditions shown in the Master Agreement are not negotiable.
- **Appendix B – Required Forms:** Forms contained in this section must be fully completed and included in the SOQ.
- **Appendix C – Transmittal Form to Request a Solicitation Requirements Review:** Transmittal sent to Department requesting a Solicitation Requirements Review.
- **Appendix D – Background and Resources:** California Charities Regulation: An information sheet intended to assist Non-profit agencies with compliance with SB 1262 – the Non-profit Integrity Act of 2004 and identify available resources.

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## MINIMUM MANDATORY QUALIFICATIONS

(RFSQ, SECTION 3.0)

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## Minimum Mandatory Qualifications

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All interested Vendors must demonstrate that they meet the minimum mandatory qualifications:

1. Vendor must have, by the SOQ submission date, a minimum of three years of experience out of the last ten years providing case management services, employment-related services, and coordinated support services substantially similar to the services described in Subsection 2.1, Scope of Work.
2. Vendor must have a business office located within the County of Los Angeles, at the time of the SR award, with a responsible person to maintain all administrative records related to the proposed Master Agreement and financial reports that are required herein. This information must be documented in the Master Agreement

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## Minimum Mandatory Qualifications

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3. Vendor must be a public or non-profit organization qualified to provide services in the State of California (this includes faith-based organizations or public entities).
4. Vendor's Contract Manager must have, by the SOQ submission date, two years of continuous experience within the last five years supervising and overseeing staff providing services substantially similar to the services described in Subsection 2.1, Scope of Work.

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## Minimum Mandatory Qualifications

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5. Vendor's Case Manager(s) must meet one of the following educational requirements, at the time of the SR award:
  - A four-year college degree;
  - An Associate (AA) degree and two years of case management experience;
  - An AA degree and two years of employment counseling experience;
  - Two years of employment counseling experience in the Greater Avenues for Independence (GAIN) environment or a closely related social services or workforce program; or
  - Successful completion of a County-approved employment program for careers in social services case management careers.

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## Minimum Mandatory Qualifications

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6. Vendor's Case Manager Supervisor(s) must meet one of the following educational requirements, at the time of the SR award:
  - Two years of employment counseling experience in the County GAIN Program, one year of which must have been as a GAIN Services Worker; or
  - An AA degree and two years of experience as a GAIN Services Coordinator.
7. Vendor must have no record of unsatisfactory performance, lack of integrity, or poor business ethics.
8. Vendor must register on the County's WebVen prior to submitting a SOQ, as specified in Subsection 5.3, Mandatory Requirement to Register on County's WebVen.

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## SOQ Requirements

This section contains key project dates and activities as well as instructions to Vendors in how to prepare and submit their SOQ.

- False, misleading, incomplete, or deceptively unresponsive statements in connection with an SOQ will be sufficient cause for rejection of the SOQ. The evaluation and determination in this area will be at the Director's sole judgment and their judgment will be final.
- Questions & Answers released: 02/08/2024 (approx.)
- **SOQ Due\*: By 12:00 P.M. (PST) on 02/29/2024**

\*In order to be eligible for an SR for November 1, 2024, SOQ must be submitted by the SOQ due date above.

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# SOQ Requirements

- All SOQs must be bound and submitted in the prescribed format. Any SOQ that deviates from this format may be rejected without review at the County's sole discretion. The content and sequence of the SOQ must be as follows:

Part I Vendor Qualifications	Part II General Requirements
<ul style="list-style-type: none"> <li>• Part I – SOQ Table of Contents</li> <li>• Exhibits 1 – 9</li> <li>• Attachments 1 – 3</li> </ul>	<ul style="list-style-type: none"> <li>• Part II – SOQ Table of Contents</li> <li>• Exhibits 10 – 14</li> <li>• Attachments 4 - 10</li> </ul>

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# SOQ Requirements

- The SOQ must be submitted as follows:
  - Arial, size 12-font
  - 8.5 x 11 white paper, single sided with one-inch margins
  - Three-ring binder
  - No erasures are permitted. Mistakes shall be crossed out and corrections typed, dated, and initialed.
- The original SOQ and two numbered copies must be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Vendor and reference the solicitation as follows:

**“SOQ FOR REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES”**

The SOQ and any related information must be delivered or mailed to:

Department of Public Social Services  
 Contract Development Division, Section II  
 12900 Crossroads Pkwy., 2<sup>nd</sup> Floor  
 City of Industry, CA 91746

Attention: Shannon Giddings, Administrative Services Manager I

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# SOQ Requirements

- **Submission Deadline is February 29, 2024, 12:00 p.m. (Pacific Time), in order to be considered for Calendar Year 2024 funding.**
- **It is the sole responsibility of the submitting Vendor to ensure that its SOQ is received before the submission deadline identified in Subsection 7.2. Submitting Vendors will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.**
- **County may accept SOQs submitted after the deadline for future consideration, if funding is available. SOQs submitted after the deadline will be reviewed solely at the County's discretion.**

**All SOQs shall be firm offers and may not be withdrawn for a period of 365 days following the last day to submit SOQs.**

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## SOQ REVIEW, SELECTION, & QUALIFICATION PROCESS

(RFSQ, SECTION 8.0)

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# SOQ Review Process

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SOQs will be subject to a detailed review by qualified County staff. The review process will include the following steps:

- ❖ County will review SOQ to determine if the Vendor meets the minimum mandatory qualifications as outlined in Section 3.0 of this RFSQ.
- ❖ Failure of the Vendor to comply with the minimum mandatory qualifications may eliminate its SOQ from any further consideration. The Department may elect to waive any informality in an SOQ if the sum and substance of the SOQ is present.
- ❖ Agencies whose SOQs fail to meet the minimum mandatory qualifications will be disqualified and will receive notification from DPSS. The notice must identify which of the qualifications the agency failed to meet. DPSS reserves the right to seek clarification from agencies submitting the SOQs.

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# SOQ Review Process

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- ❖ In addition to the factors listed above, the review will include the County's Contract Database and Contract Alert Reporting Database, if applicable, reflecting past performance history on County or other Master Agreements. This review may result in the disqualification of a Vendor's SOQ. Additionally, a review of terminated Master Agreements will be conducted, which may result in a Master Agreement not being awarded.
- ❖ Errors in the SOQs may be corrected by a request in writing to withdraw the SOQ, as indicated in Subsection 7.8, SOQ Withdrawals, and by submission of another SOQ with the mistakes corrected. Corrections will not be accepted once the deadline for submission has passed.

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# SOQ Vendor Qualifications

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County's review will include the following:

- ❖ Vendor's background and experience as provided in Part I of the SOQ reflect experience and capacity to provide REAS.
- ❖ Vendor's References as provided in Part I of the SOQ. The review will include verification of references submitted, a review of the Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other Master Agreements, and a review of terminated Master Agreements.

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# SOQ Vendor Qualifications

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County's review will include the following (cont'd):

- ❖ Review the proof of insurability provided in Part I of the SOQ.
- ❖ Review the proof of licenses provided in Part I of the SOQ.
- ❖ A review to determine the magnitude of any pending litigation or judgments against the Vendor as provided in Part II of the SOQ.

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# SOQ Vendor Selection Process

The Department will generally select Vendors that have experience in providing a broad range of REP services. All qualified Vendors will be selected and recommended for the Master Agreement award.

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## REAS SAMPLE MASTER AGREEMENT

(RFSQ, APPENDIX A)

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# REAS Sample Master Agreement

## Master Agreement Term:

- Three-year term
  - Commencing on November 1, 2024, through October 31, 2027, with two additional one-year option periods.
  - *Option periods will be exercised at the Department's sole discretion.*
- To be considered for a SR for November 1, 2024, Vendors must submit a SOQ by the deadline specified in Subsection 7.2, RFSQ Timetable (2/29/24).
- SOQs received after the deadline referenced above shall be considered for future opportunities as they become available, at the County's discretion.

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# REAS Sample Master Agreement

## Master Agreement Term:

- SOQs submitted thereafter will be evaluated and a determination made whether to award a Master Agreement within 90 days from the day the SOQ is received by DPSS.
- County will continuously accept SOQs throughout the duration of the Master Agreement to qualify Vendors. Should a Vendor be awarded a Master Agreement, the Master Agreement will become effective upon the date of its execution by the Director of the DPSS or their designee and expire on October 31, 2027, unless sooner extended or terminated.

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# REAS Sample Master Agreement

- **Contract Sum**
  - Contractor will not be entitled to any payment by County under this Master Agreement except pursuant to validly executed and satisfactorily performed Service Requisitions.
  
- **Administration of Contract – County**
  - *County Contract Director*
  - *Supervising County Contract Administrator*
  - *County Contract Administrator*
  - *County Contract Program Manager*
  - *Contract Program Monitor*

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# REAS Sample Master Agreement

- **Administration of Contract – Contractor**
  - *Contractor's Contract Manager*
  - *Contractor's Authorized Official(s)*
  - *Case Managers*
  - *Support Staff*
  - *Background and Security Investigations of staff will be required and will be at the expense of the Contractor.*

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# REAS Sample Master Agreement

- **Confidentiality**

- Contractor will maintain the confidentiality of all records and information in accordance with applicable federal, State, and, local laws, rules, policies, guidelines, etc. relating to confidentiality
- Contractor will sign and adhere to provisions of the Contractor/Employee/Non-Employee Acknowledgement and Confidentiality Agreement

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## REAS STATEMENT OF WORK

(RFSQ, APPENDIX A, EXHIBIT A)

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## REAS STATEMENT OF WORK

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### Statement of Work (SOW)

- ❖ Contractor will provide all aspects of case management services to all REP participants throughout the County as described in the REAS SOW. Employment and employment retention activities and services are to be provided to mandatory and voluntary refugee participants who engage in WtW activities.
- ❖ Contractor will deliver services which include innovative solution-based services to address the assessed needs of refugees. Such needs include barriers, such as economic restrictions, limited English language proficiency, illiteracy, learning disabilities and psycho-social concerns.

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## REAS STATEMENT OF WORK

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- ❖ The Contractor must facilitate job placement and retention services, which will lead to the participant attaining self-sufficiency. The Contractor must have a clear understanding of each community's cultural need in reaching self-sufficiency.
- ❖ In working with participants, the Contractor will motivate and mentor the participant and family, assess their needs, refer the participant to resources, and coordinate the participant's efforts in meeting their REP, CaWORKs, and RCA requirements. This SOW provides information about the required services the Contractor is expected to provide through established partnerships and collaborative relationships.

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# REAS STATEMENT OF WORK

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## Caseload

- ❖ Caseload estimates and projections are the best available estimates of the workload Contractor can expect to experience for the contract term. Master Agreement, Appendix B, Technical Exhibits, Exhibit B-23, Caseload Demographics, provides a detailed listing of REAS caseload demographics.
- ❖ These projections are by no means a guarantee that the Contractor will carry the caseload outlined in the Master Agreement, Appendix B, Technical Exhibits, Exhibit B-23, Caseload Demographics, during the course of the Master Agreement term, nor should the Contractor act in reliance on any estimates listed herein. The actual caseload may deviate from the estimates in either direction.
- ❖ **It is anticipated that the Contractor will have a caseload of approximately 4500 cases.**

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# REAS STATEMENT OF WORK

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## Caseload Characteristics

- ❖ The caseload population is comprised of recently arrived refugees, asylees, Cuban/Haitian entrants, Iraqi/Afghan SIV holders, Amerasians, victims of human trafficking, domestic violence and other serious crimes and as State/federally determined, certain Afghan and Ukrainian/non-Ukrainian Humanitarian Parolees under the Uniting for Ukraine (U4U) Program (specific eligibility periods apply) in need of employment and training services to help them adjust to the U.S. workforce and culture.
- ❖ The caseload includes participants who are currently eligible for CalWORKs, RCA, GR, and those who are Non-Aided individuals.

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# REAS STATEMENT OF WORK

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## Hours of Operation

- ❖ Contractor will be available to provide the services detailed in the SOW for a minimum of eight hours a day, between 8:00 A.M. to 5:00 P.M.
- ❖ Monday through Friday, excluding on County recognized holidays, at all service offices established by the Contractor.

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# REAS STATEMENT OF WORK

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## Reporting and Record Keeping

- ❖ Contractor will complete reports as may be required by the County concerning its activities as they affect the Master Agreement duties and purposes contained herein.
- ❖ Contractor will complete a Monthly Management Report, (Refer to Master Agreement, Appendix B, Technical Exhibits, Exhibit B-26) in the manner to be described by the County.
- ❖ Contractor will maintain a current and complete case record on CalSAWS or the current system for each participant referred.

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# REAS MONITORING

## Performance Requirements Summary (PRS)

- ❖ The County expects a high standard of Contractor performance for the required service.
- ❖ It is the Contractor's responsibility to provide the services set forth in the Contract and summarized in the Performance Requirements Summary (PRS).
- ❖ DPSS will work with the Contractor to help resolve any areas of difficulty brought to the attention of the County Contract Administrator (CCA) by Contractor before the allowable deviation from the acceptable Standard occurs.
- ❖ When the Contractor's performance does not conform with the requirements of this Contract, the County will have the option to apply the following non-performance remedies:

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# REAS MONITORING

## Performance Requirements Summary (PRS)

- ❖ When the Contractor's performance does not conform with the requirements of this Contract, the County will have the option to apply the following non-performance remedies:
  - ✓ Require Contractor to implement a formal corrective action plan, subject to approval by the County. In the plan, the Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence;
  - ✓ Reduce payment to Contractor by a computed amount based on the penalty fees(s) in the PRS;
  - ✓ Reduce, suspend or cancel this Contract for systematic, deliberate misrepresentations or unacceptable levels of performance; and
  - ✓ Failure of the Contractor to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten (10) days shall constitute authorization for the County to have the service(s) performed by others.

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# QUESTIONS & ANSWERS



# KEY DATES & INFORMATION

<b>Addendum (Q&amp;A) Release</b>	February 8, 2024
<b>SOQ Due</b>	February 29, 2024, by 12:00 P.M.
<b>Anticipated Master Agreement Term</b>	Nov. 1, 2024 – Oct. 31, 2027, with two additional one-year periods.
<b>Minimum Mandatory Qualifications</b>	Reference RFSQ, Page 5
<b>RFSQ Contact</b>	Shannon Giddings, ASM I REAS-RFSQ2024@dps.lacounty.gov

**MINIMUM MANDATORY QUALIFICATIONS (Revised)**

Vendor acknowledges and certifies that it meets and will comply with the Vendor's Minimum Mandatory Qualifications indicated below and as stated in Paragraph 3.0, of this Request Statement of Qualifications (RFSQ).

No.	Minimum Mandatory Qualification(s) (M/Q)	Complies with M/Q	
		Yes	No
1	Vendor must have, by the SOQ submission date, a minimum of three years of experience out of the last five years providing case management services, employment-related services, and coordinated support services substantially similar to the services described in Subsection 2.1, Scope of Work.		
2	Vendor must have a business office located within the County of Los Angeles, at the time the Service Requisition award, with a responsible person to maintain all administrative records related to the proposed Master Agreement and financial reports that are required herein.		
3	Vendor must be a public or non-profit organization qualified to provide services in the State of California (this includes faith-based organizations or public entities).		
4	Vendor's Contract Manager must have, by the SOQ submission date, two years of experience within the last five years supervising and overseeing staff providing services substantially similar to the services described in Subsection 2.1, Scope of Work.		
6	Vendor's Case Manager(s) must meet one of the following educational requirements, at the time of the Service Requisition award. 1. A four-year college degree;		

No.	Minimum Mandatory Qualification(s) (M/Q)	Complies with M/Q	
		Yes	No
	<ul style="list-style-type: none"> <li>2. An Associate (AA) degree and two years of case management experience;</li> <li>3. An AA degree and two years of employment counseling experience;</li> <li>4. Two years of employment counseling experience in the Greater Avenues for Independence (GAIN) environment; or</li> <li>5. Successful completion of a County-approved employment program for careers in social services case management careers.</li> </ul>		
7	<p>Vendor's Case Manager Supervisor(s) must meet one of the following educational requirements, at the time of the Service Requisition award.</p> <ul style="list-style-type: none"> <li>1. Two years of employment counseling experience in the County GAIN Program, one year of which must have been as a GAIN Services Worker; or</li> <li>2. An AA degree and two years of experience as a GAIN Services Coordinator.</li> </ul>		
8	The Vendor must have the financial capacity to provide services throughout the term of the Master Agreement.		
9	Vendor does not have unresolved questioned cost, as identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the County department and remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.		
10	Complete and submit all required SOQ exhibits (see Appendix B. SOQ Required		

No.	Minimum Mandatory Qualification(s) (M/Q)	Complies with M/Q	
		Yes	No
	Forms) and submit all required Attachments in the proper format as specified in Subsection 7.5.		
11	Vendor must provide up to ten, but no less than five references that are familiar with the job performance and scope of work completed by the Vendor within the last five years. Services provided must be substantially similar to the services described in Subsection 2.1, Scope of Work. At least one reference must be from a public entity.		
12	Vendor must have no record of unsatisfactory performance, lack of integrity, or poor business ethics.		
13	Vendor must register of the County's WebVen prior to submitting a SOQ.		