



Contra Costa County

REQUEST FOR QUALIFICATIONS (RFQ) #1602-169 *Civil Legal Services for AB 109 Program*

The Contra Costa County Administrator's Office is pleased to announce, on behalf of the Board of Supervisors, the availability of up to \$150,000 (annually) for "Civil Legal Services" to be provided to formerly incarcerated individuals in Contra Costa County for the period July 1, 2016 through June 30, 2019.

This RFQ is a process by which the County solicits responses of qualified bidders that may be selected to enter into a contract with the County.

Please read this entire packet carefully.

**Final responses will be due at 651 Pine Street, 10th floor, Martinez CA 94553
by 5:00 p.m. on Friday, April 1, 2016.**

Written questions about the RFQ can be submitted to lara.delaney@cao.cccounty.us by
5:00 p.m. on March 14, 2016.

Questions received after the Bidders Conference will be answered and made available at
<http://www.co.contra-costa.ca.us/index.aspx?NID=2366>.

Thank you in advance for your efforts in preparing your response.



TABLE OF CONTENTS

	Page No.
RFQ Timeline	3
Project Description	5
RFQ Requirements and Instructions for Bidders	16
Response Preparation Instructions	20
Response Review and Selection	24
Rating Sheet	26
Forms 1-3	28-33
Required Attachments and Respondent Checklist ~ Attachment A	35
County Contract Requirements and General Contract Conditions ~ Attachment B	37

**RFQ TIMELINE**

1.	RFQ announced	Tues., March 1, 2016
2.	Written Questions Due from Responders	5:00 p.m., Mon., Mar. 14, 2016
3.	Addendum Issued	Tues., Mar. 16, 2016
4.	Response Submission Deadline	5:00 p.m., Fri., April 1, 2016 County Administrator's Office 651 Pine Street, 10th Floor Martinez, CA 94553
<i>No response will be accepted after this date and time.</i> <i>Postmarked, facsimiled, or e-mailed submissions will not be accepted.</i>		
5.	Review, rating, and interview process	April 4-15, 2016
6.	Notification of award recommendations	Fri., April 15, 2016
7.	Appeal period	April 18-22, 2016
8.	Deadline to submit appeal letters	5:00 p.m., April 22, 2016
9.	Public Protection Committee Review	Mon., April 25, 2016
10.	Community Corrections Partnership Review	Fri., May 6, 2016
Board of Supervisors approval and authorization to award contracts is tentatively scheduled for the May 10, 2016 Board of Supervisors' agenda		



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CIVIL LEGAL SERVICES FOR AB 109 PROGRAM

Project Description

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26-35	32%	37%	34%
36-45	32%	31%	31%
46-55	21%	19%	20%
56-65	6%	6%	6%
66+	0.8%	0.4%	0.7%
Race/Ethnicity			
White	34%	44%	38%
Black	44%	34%	40%
Hispanic	19%	19%	19%
Asian	0.8%	1.1%	1%
Pacific Islander	NA	0.3%	0.1%
Filipino	0.8%	0.6%	0.7%
Samoan	0.2%	0.1%	0.2%
Native American	0.1%	NA	0.1%
Other	0.2%	NA	0.1%
Unknown	0.7%	1.1%	0.9%

VI. Funding

Up to \$150,000 (one hundred fifty thousand dollars) is recommended in the AB 109 Public Safety Realignment Budget to fund the provision of Civil Legal Services on an annual basis, and the contract period is from July 1, 2016 through June 30, 2019. The Contra Costa County Administrator's Office (CAO) will administer these funds. The contract(s) resulting from this RFQ may potentially be renewable at the sole discretion the Board of Supervisors.

Agencies may submit responses individually, or may collaborate and work together to provide services in one or more geographic areas of the county. Respondents may submit a response to deliver services in one region of the County or in more than one region, depending on their experience and expertise. If applying collaboratively, only one agency may serve as the lead and will be expected to coordinate all fiscal and administrative duties as needed to meet the contractual obligations. This RFQ may result in a single award or multiple awards.

VII. Purpose, Services, and Outcomes

A. Purpose

The Contra Costa Board of Supervisors has directed the County Administrator's Office to issue this Request for Qualifications to identify outstanding candidates to provide reentry legal services to AB 109 clients residing in Contra Costa County in order to break the cycle of criminal recidivism, increase public safety, and help local government better address the growing population of offenders who return to their communities.



Each firm, person, or not-for-profit entity that is awarded a contract under this RFQ shall agree to provide to AB 109 clients residing in Contra Costa County the scope of legal advice and only the limited legal representation outlined in this RFQ. The contractor may not use funds under this RFQ: (1) to provide any advice not specified herein; or (2) to provide any services to anyone other than the AB 109 population. All services must be provided at no charge to the client. Also, any contractor should not use this program as a method to advertise, recruit, solicit, or in any way seek paying clients. Each firm or person awarded a contract under this RFQ also shall agree not to represent any reentrant in any administrative, quasi-judicial or judicial proceeding against Contra Costa County, except as specified herein.

Legal issues faced by the formerly incarcerated cut across many different practice areas. For example, civil legal issues, such as child support, fall within the practice of family law, while other issues, such as those relating to occupational licensing, fall within the domain of employment law. Moreover, outstanding warrants for failure to appear in court for traffic violations or unpaid fines have a quasi-criminal element to them due to the possible existence of a warrant, the potential for arrest and a sentence of incarceration, and the same burden of proof (reasonable doubt) that is employed in criminal cases. For this reason, legal services providers may find themselves in a domain that is neither purely civil nor purely criminal. Because the legal issues faced by the formerly incarcerated require a level of expertise in many different types of law, legal commentators have argued that an entity providing reentry legal services should eschew the legal practice paradigm of specialization in specific areas and instead develop a broad range of expertise, much as a lawyer who considers himself a general practitioner.

Civil legal assistance can often play a critical role in addressing barriers to successful reintegration into the community. Assistance in securing an occupational or driver's license, expunging criminal records, resolving inappropriate denials of housing or employment, resolving violations of the Fair Credit Reporting Act and its California law counterparts, and advising regarding creating and/or modifying child support orders are among the legal services that can help stabilize the lives of individuals and families.

Who is eligible for services? The AB 109 population being served by CCC Probation is eligible for services. These individuals can qualify regardless of how much time has passed since their release. The contractor can also provide services to other formerly incarcerated persons but shall ensure the use of AB 109 funds are prioritized to those designated AB 109.

B. Services and Desired Outcomes:

The successful contractor will provide limited legal services beginning with a post-release legal check-up to identify legal barriers that can be reduced or eliminated with limited legal interventions. These barriers include barriers to employment due to criminal history; issues related to credit repair; fines and fees related to traffic and quality of life citations; child support issues; and housing and public benefits issues.

Legal services may include assisting, advising, and limited representation of individual



clients in the following areas:

- How to seek early termination of probation;
- Criminal record remedies (“expungement”);
- Removing or minimizing barriers to obtaining professional licensing and other certifications, including representation in administrative hearings;
- Assisting the client with obtaining driver’s licenses, child support modifications, employment or housing applications and denials, and other matters directly impacting employment and housing opportunities;
- Providing full representation and assistance to obtain public benefits, but not representation in any litigation against the County;
- Providing full representation and assistance to obtain or retain housing, but not representation in any litigation against the County;
- Family law matters, including custody, visitation, minor guardianship, orders of protection, and divorce when special circumstances are present;
- Providing full representation and assistance to re-claim forfeited property, but not representation in any litigation against the County;
- Providing advice and/or representation on criminal record employment discrimination cases, other than any case against the County;
- Challenges to State Department of Justice determinations that require persons to register as sex offenders;
- Determining a client’s outstanding debts (e.g. child support) or warrants and qualifications for a modification that can reduce overall debt;
- Educating clients about their other rights and responsibilities.

Legal services funded by this RFQ may not include client representation in any administrative, quasi-judicial, or judicial proceedings, other than those specifically identified above.

VIII. Preferred Organizational Characteristics

1. *Service History*: A documented history of similar or equivalent service delivery to high risk criminal justice populations, including successful completion of contract deliverables and participation in outcome evaluation.
2. *Justice System Collaboration*: A history of prior successful collaboration with Probation, corrections, local law enforcement or other justice system stakeholders.

Knowledge of and participation in “jail to community” service delivery models is preferred, including demonstrated history of working effectively within a correctional



setting and maintaining staff with jail clearances.

3. *Evidence-Based Practices*: Demonstrated knowledge of and commitment to implement evidence-based practices related to successful engagement and recidivism reduction with high-risk criminal offenders.
4. *Risk-Needs-Responsivity*: Demonstrated understanding of criminogenic needs and the recidivism reduction strategies that rely on effectively responding to these needs. An effective response often requires proper intervention dosage and duration levels
5. *Staff Training*: Bidder's staff must be qualified and adequately trained to provide services and able to maintain confidential offender record information (CORI). Staff must commit to full participation in trainings provided through the County, including trauma-informed practices among other topics. County has the discretion to approve or disapprove the qualifications/training level of bidder's staff working with Probation clients.
6. *Cultural Competency*: Demonstrated understanding and capacity to deliver gender responsive services, in appropriate languages, at appropriate educational and literacy levels, that are within the context of an individual's cultural identity. To do this requires a demonstrated awareness, respect, and dynamic appreciation of the beliefs, practices, traditions, religions, personal history, and in the case of this RFP, criminal histories of individuals whom reside in the diverse local communities of Contra Costa.
7. *Interagency Collaboration*: Demonstrated interest and intent to collaborate with local county and non-profit service providers to obtain multi-disciplinary service delivery. A documented history of successful collaboration including shared case management and blended funding preferred. Staff must attend regular coordination meetings and collaborate with AB 109 partner agencies.
8. *Data Collection and Reporting*: Demonstrated capacity and commitment to collecting and reporting all required data including service delivery statistics (number served, units of service, dosage by client), and program-related impact and outcome measures.

Commitment to program changes and improvements based upon outcome data, including willingness to reconfigure services to enhance effective coordination through the AB109 service provider network.

9. *Matching Resources*: Current or potential sources of matching resources to supplement direct funding including leveraged funding or services, and volunteer hours. Since the available funding is not adequate to meet the anticipated level of need, qualified organizations that demonstrate the capacity to access additional resources may be prioritized.
10. *Licensing/Certification Requirements*: Successful bidders must have and maintain all appropriate licenses, permits, and certifications as required by the laws of the United



States, State of California, Contra Costa County, and all other appropriate governmental agencies.

11. Trauma-Informed Principles and Practices: Demonstrated knowledge of and commitment to implement trauma-informed principles and practices in service delivery to ensure a focus on personal safety to help clients develop effective coping skills, build health relationships that foster growth, and develop strong, positive interpersonal support networks.

IX. Contract Monitoring and Evaluation

The County Administrator's Office will actively monitor services provided through these contracts and will:

- a. Monitor subcontracts written by and entered into by the contractor;
- b. Provide information to contractors concerning additional State or County data requirements not provided herein.

At a minimum, contractors will be expected to:

- a. Be able to enter into contract and begin service delivery within 2 months of award;
- b. Perform all services without material deviation from an agreed-upon Service Plan;
- c. Complete quarterly progress reports on templates supplied by County as well as monthly data reports;
- d. Maintain adequate records of service provision to document compliance with Service Plan and complete forms supplied; and
- e. Cooperate with the collection of other fiscal/administrative/service data as requested by the County.



REQUEST FOR QUALIFICATIONS # 1602-169
CIVIL LEGAL SERVICES FOR AB 109 PROGRAM

RFQ Requirements and Instructions for Bidders

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RFQ REQUIREMENTS AND INSTRUCTIONS FOR BIDDERS

The bidder requirements in this section are mandatory. Contra Costa County reserves the right to waive any nonmaterial variation.

1. All bidders shall submit one original response package and eight (8) complete copies of the response, under sealed cover, by mail or hand-delivery to the CAO at 651 Pine Street, 10th Floor, Martinez, CA 94553 to be received **no later than 5:00 p.m. on Friday, April 1, 2016**. Each submission must be marked on the outside with the Agency's name and RFQ No. 1602-169. Any response received after the deadline will be rejected. Postmarks and faxed submissions are not acceptable.
2. The CAO will review all received responses to make sure they are technically compliant with formatting and submission guidelines as per the RFQ and will conduct a review of the Preferred Organizational Characteristics. Proposers that are non-compliant will not move forward to the Review Panel.
3. Responses and required attachments shall be submitted as specified and must be signed by officials authorized to bind the bidder to the provisions of the RFQ. All costs incurred in the preparation of a response will be the responsibility of the bidder and will not be reimbursed by the County.
4. A response may be withdrawn in person by a bidder's authorized representative prior to **12:00 p.m. on April 4, 2016**. If withdrawing a response, the bidder's authorized representative must provide appropriate identification (i.e. driver's license) and sign a receipt attesting to his/her withdrawal of the response.
5. Any questions regarding this RFQ should be emailed to Lara.DeLaney@cao.cccounty.us on or before 5:00 p.m. on March 14, 2016. Please include RFQ #1602-169 in the subject line.
6. The CAO may amend this RFQ, if needed, to make changes or corrections to specifications or provide additional data. Amendments will be posted at <http://www.co.contra-costa.ca.us/index.aspx?NID=2366> or, if after the bidders conference, emailed to all those attending. The CAO may extend the RFQ submission date, if necessary, to allow bidders adequate time to consider additional information and submit required data.
7. The RFQ process may be canceled in writing by the CAO prior to awards if the Contra Costa County Board of Supervisors determines that cancellation is in the best interest of the County.
8. With respect to this RFQ, the County reserves the right to reject any, some, or all



responses. The County reserves the right to negotiate separately in any manner to serve the best interests of the County. All responses become property of the County, without obligation to any responder.

9. Responses will be judged on overall quality of content and responsiveness to the purpose and specifications of this RFQ. Responses should be without expensive artwork, unusual printing, or other materials not essential to the utility and clarity of the response. Evaluation criteria are described below.
10. A Review Panel will evaluate all compliant responses. The panel will be composed of the Chief Probation Officer (or designee), CAO staff, a Reentry Coordinator, a member of the Community Advisory Board, a formerly incarcerated person, and a professional in the area of legal services. On the basis of panel ratings recommendations, the Public Protection Committee will make recommendations to the Contra Costa County Board of Supervisors. Bidders will be notified of this recommendation in writing. Award of a contract by the Board of Supervisors will constitute acceptance of a response.
11. Only bidders submitting a response in accordance with RFQ No. 1602-169 may appeal the RFQ process. Appeals must be submitted in writing and should be addressed to Lara DeLaney, Senior Deputy County Administrator; County Administrator's Office and received at 651 Pine Street, 10th Floor, Martinez, CA 94553 no later than **5:00 PM on Friday, April 22, 2016**. Notification of a final decision on the appeal shall be made in writing to the bidder. When submitting, an appellant must clearly state the action appealed, the harm to the appellant, and the action sought. Appeals shall be limited to the following grounds:
 - Failure of the County to follow the selection procedures and adhere to requirements specified in the RFQ or any addenda or amendments.
 - There has been a violation of conflict of interest as provided by California Government Code Section 87100 et seq.
 - A violation of State or Federal law.

Notification of a final decision on the appeal by the CAO shall be made in writing to the bidder within five (5) days, and the decision of the CAO shall be final and not subject to further review.



REQUEST FOR QUALIFICATIONSS # 1602-169
CIVIL LEGAL SERVICES FOR AB 109 PROGRAM

Response Preparation Instructions

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RESPONSE PREPARATION INSTRUCTIONS

RESPONSE INSTRUCTIONS

1. Responses must be in the form of a response package containing a complete response and all required supporting information and documents.
2. Each bidder must submit one (1) original response package and eight (8) complete copies with attachments included, unless otherwise noted on Respondent's Checklist.
3. All narrative materials are to be single-spaced on 8 1/2" x 11" paper (*recycled preferred*) with no less than 1" margins on each side of paper. Use an easy to read 12-point font. **Total response should not exceed 12 pages excluding cover sheet, table of contents, and required attachments.**
4. Pages must be stapled together and numbered consecutively with each section identified by an appropriate Roman numeral.
5. Forms 1-3 (attached to this RFQ) are to be fully completed and attached in the order indicated on the Respondent's Checklist.
6. All information in the response package must be presented in the following sequence.

RESPONSE OUTLINE

I. Cover Statement (Form #1)

The Cover Statement with original signatures, **in blue ink**, of the responder's Authorized Representative attached to the original of the response must precede the narrative. Copies of the form must also serve as a cover page to the remaining six (6) response copies submitted.

II. Responder Overview (up to 2 pages)

- A. Responder's history, years in operation, and number of years providing services described herein.
- B. Responder's primary areas of expertise and current core services.
- C. Responder's qualifications (including resources and capabilities) as they relate to the scope of services described herein.



III. Approach to the Scope of Services (up to 4 pages)

- A. Describe your approach to accomplishing the legal services described herein.
- B. Describe proposed staffing for this project, including their roles on this project, their qualifications and their credentials (Resumes or CVs may be included as an attachment that will not count against the page limit). Please also include a printout from the State Bar website for each attorney that will work on this project, to demonstrate the attorney is an active member of, and in good standing with, the State Bar of California.
- C. Detail past experience serving the reentry population including experience serving low-income individuals. Address efforts to attain cultural competency to more effectively provide legal services to the reentry population.
- D. Describe the key challenges likely to emerge and identify potential solutions to address such challenges.
- E. Discuss experience working in collaboration with other partners. The AB 109 service delivery model involves intensive collaboration with relevant stakeholders including Probation and other County agency and community based service providers. *Include who needs to be involved, what types of involvement is required, and what mechanisms you would employ to foster collaboration.*

IV. Technical Expertise (up to 4 pages)

- A. Discuss and provide evidence of your subject-matter expertise and knowledge as it relates to:
 - 1. Fields of Criminal law that are specifically relevant to the reentry population including petitions for expungement, early termination of probation and other criminal record remedies.
 - 2. Fields of Civil law that are specifically relevant to this population including consumer law.
 - 3. Housing and landlord/tenant law.
 - 4. Public benefits law.
 - 5. Employment law.
 - 6. Family law, including child support, child custody, guardianship and divorce law.



V. Experience with Similar Programs (up to 1 page)

- A. Describe any similar past work including the scope of the project, relevance, stakeholders, and a brief summary of the approach and services provided. If relevant, indicate any collaborative partners engaged to complete the project. In addition, indicate any challenges encountered and how they were addressed.

VI. Estimated Cost (1 page)

- A. Outline your cost structure and how funds will be allocated to provide the services under this RFQ. Include the compensation rates and hours/FTEs of proposed personnel.
- B. If you anticipate using subcontractors or partners, explain the proposed scope and costs anticipated for their services.

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REQUEST FOR QUALIFICATIONSS # 1602-169
CIVIL LEGAL SERVICES FOR AB 109 PROGRAM

Response Review and Selection

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RESPONSE REVIEW AND SELECTION

All responses submitted in compliance with the RFQ requirements will be eligible for review and selection. Responses will be evaluated in two distinct areas:

- A. Service response and bidder's implementation capability.
- B. Fiscal response and bidder's fiscal management capability.

Response Selection Methodology:

- A. Only those responses from respondents who attended the Mandatory Bidders Conference will be forwarded for review.
 - B. CAO staff will review each response's adherence to RFQ specifications, including:
 - Response Cover Statement
 - Response Narrative
 - Agency Information (*including required attachments*)
 - Other fiscal information (*including required attachments*)
1. All responses deemed responsive will be referred to the RFQ Review Panel.
 2. The panel will be composed of the Chief Probation Officer (or designee), CAO staff, a Reentry Coordinator, a member of the Community Advisory Board, a formerly incarcerated person, and a professional in the area of legal services. Members of the Review Panel will be required to sign an impartiality statement.
- A. The Review Panel will review all qualified responses and evaluate and score all service elements utilizing the evaluation criteria outlined on page 26.
 - B. The Public Protection Committee will make recommendations for contract awards to the Board of Supervisors after considering the recommendations of the Review Panel.



REQUEST FOR QUALIFICATIONSS # 1602-169
CIVIL LEGAL SERVICES FOR AB 109 PROGRAM

Rating Sheet

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RATING SHEET

Program elements will be weighted as follows with a maximum score of 100:

Program Elements and Possible Score

- I. Response Cover Statement - *required but not weighted*
- II. Responder Overview
1. Relevancy of responder's overall services/history (3 pts.)
 2. Responder's qualifications as they relate to scope of work (3 pts.)
 3. Overall agency and specified staff with relevant experience and expertise (4 pts.)
- 0-10
- III. Approach to the Scope
1. Service design/methodology (10 pts.)
 2. Cultural Competency/past experience with reentry population (10 pts.)
 3. Program action-steps and timeline for implementation (5 pts.)
 4. Collaboration with stakeholders and other organizations/Coordination (5 pts.)
- 0-30
- IV. Technical Expertise
Depth and relevance of subject-matter expertise (30 pts.)
- 0-30
- V. Responder's Experience with Similar Projects
Responder's current or past experience and demonstrated ability of applicant to deliver specified services.
- 0-20
- VI. Cost Estimate
Project costs are reasonable for proposed scope of services. Cost explanations are clear and demonstrate roles of proposed staffing.
- 0- 10

Total 100 pts.