

**COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES**

**PROCUREMENT FOR SERVICES ENTITLED:
REQUEST FOR PROPOSALS (RFP)
NEW FREEDOM VOLUNTEER DRIVER MILEAGE REIMBURSEMENT PROGRAM
NF-VDMR-2122 RFP**

**ADDENDUM TWO
QUESTIONS AND ANSWERS**

In accordance with Subparagraph 4.4 (County's Right to Amend Request for Proposals) of the Request for Proposals (RFP), County has the unlimited right to amend this RFP by written addendum at any time before the required submission date. As such, this Addendum One is hereby issued for this RFP to address the following elements:

PART I (CHANGES TO THE RFP) – NOT APPLICABLE

PART II (ATTACHMENTS TO ADDENDUM TWO)

- A. Attachment 1 (NF-VDMR-2122 RFP Questions and Answers Addendum Two) is added as an addendum to this RFP.
- B. Attachment 2 (NF-VDMR-2122 RFP Proposers' Conference September 3, 2021 (10:00 AM.) Audio of conference) is added as an addendum to this RFP.

Clarification regarding the Program Reimbursement Rate:

There were several questions received pertaining to the Program reimbursement rate. For the purposes of clarity, only one question pertaining to the reimbursement rate will be posted in this Addendum. The question is as follows:

1. **"I am a bit confused with the cost reimbursement rate constraint mentioned at the Proposers' Conference. I don't recall where the 5% cost reimbursement restraint came from. I am not finding it in the RFP documents."**

There was a miscommunication at the Proposers Conference. We will clarify herein the written and verbal questions addressed at the conference, pertaining to the Program reimbursement rate, also referred to as "per mile unit rate."

Proposers can include in their submitted Cost proposal, operational costs to administer the Program, in doing so, making sure that the costs are reasonable and meet the requirements set forth in Appendix A, Sample Subaward, Exhibit A, Statement of Work (SOW). These costs include but are not limited to Personnel costs and Administrative operational costs, also referred to as “Other” costs.

When completing your proposed Budget please note the following. The per mile unit rate factors in variables such as the proposed number of Program Clients served per month, the monthly mileage limit per Client, the Client mileage reimbursement rate of 0.56 cents per mile, the total Program Client mileage to be reimbursed per year and the proposed yearly costs to operate the Program. These variables combined will determine the Proposers per mile unit rate and will be the basis for the allowable reimbursement rate, for the Successful Proposer.

The VDMR Program is designed as a low-cost program. Cost proposals will be evaluated and scored based on the Proposers proposed per mile unit rate, to provide Program services. However, there is no cap or restraint to a Proposers proposed per mile unit rate.

Should you require assistance in completing your Proposed Budget and what determines your Proposed per mile unit rate, please see Appendix D, Required Forms, (Budget Worksheet Instructions).

Questions regarding Appendix A, Sample Subaward, Exhibit A (Statement of Work):

1. Can Subparagraph 6.9.2 (Training) and Subparagraph 6.6.1 (Volunteers) of the Statement of Work (SOW) be removed?

No they cannot be removed.

Subparagraph 6.6 (Volunteers) should not be omitted. We encourage organizations to use volunteers especially retired older adults or individuals on assistance programs that need work experience. This is also a good cost saving measure if the volunteer already has experience in the area, they are being hired to fill as a volunteer.

Volunteers are individuals working directly for the contractor and should not be confused with “Volunteer Drivers.”

Subparagraph 6.9 (Training) should not be omitted. The Subrecipient should train their employees and as applicable their volunteers (not Driver Volunteers) on a routine basis for example: once every two years on Sexual Harassment

Prevention Training, Equity, Diversity, and Inclusion Training, and/or “Non-Bias Training.”

- 2. Can the requirement for approval of work schedules be eliminated or adjusted on the basis of provisions of applicant proposal, or something like that?**

Yes, we will work with the Successful Proposer to develop a Work Schedule, which includes a basic outline of the tasks and deliverables to be performed

- 3. Can a revision to Subparagraph 6.10 (Subrecipient’s Office) of the SOW be made to emphasize something like “office hours or the equivalent in direct communication capability?”**

It can be added to state “or the equivalent in direct communication capacity” as long as it is understood to mean that if a physical office is not required to be open during the Office Hours due to COVID-19 or other agreed upon reason, there will be staff available by phone and email to respond to inquiries, concerns, and questions. Furthermore, if the office is closed, a sign should be posted in a visible area on the door stating the reason for the closure and information on how to reach the contractor by phone and email.

- 4. Can this Subparagraph 6.5.1 “Subrecipient staff” be adjusted to require support from an individual or firm with knowledge of accounting principles and professional accounting skills?**

Yes. We understand that many small businesses do not have their own in-house accounting staff. If the Subrecipient receives support from an individual or firm with knowledge of accounting principles, we require that this individual or firm be dedicated to the VDMR Program as needed.

- 5. Can the Project Director requirement, as listed in Subparagraph 6.3.6 of the SOW be adjusted to stipulate “dedicated” instead of “full time?”**

Yes, the requirement can be adjusted to “dedicated” versus “full-time”: Meaning that the various listed position(s) are able to respond to County and/or Clients

(depending on the applicability) during the Monday – Friday 8:00 am – 5:00 pm timeframe, not including County holidays.

6. In regard to Subparagraph 2.2.4 (Days of Operations) of the SOW, can the office hours requirement be adjusted to conform with the new COVID reality?

Yes, the Days of Operations provision can be adjusted to conform with teleworking due to COVID-19, as long as the County and Program clients are able to reach the Subrecipient by phone and email during the listed hours. If a message is left due to assisting another client or other reason, the Client must be called back as soon as is possible but no later than 48 hours after the phone message or email is received by the Subrecipient.

If the physical building is closed during the listed hours, a notice shall be placed on the door indicating how Program Clients can reach the Subrecipient.

7. Can the monthly mileage limit per Client rider, as listed in Subparagraph 10.10 of the SOW be clarified?

The monthly mileage limit is the maximum number of miles that a Client can receive each month. A Client can receive up to 250 miles per month. It should be noted that miles not used by the end of the month cannot be carried over to the next month. The maximum number of miles given to each client per month (not to exceed 250 miles) will be determined and agreed upon between the County and the Subrecipient prior to Subaward start date. Throughout the term of the Subaward, the agreed upon maximum number of miles given to each client per month may be readjusted as needed, this will be discussed and agreed upon between the County and the Subrecipient (again not to exceed 250 miles per month).

8. As it pertains to the Subparagraph 10.12 (Mileage Reimbursement Package and Submission) and the established due dates for submission of these documents, can these requirements be adjusted to reflect processing and workflow realities?

Yes, so long as the Subrecipient mails out the reimbursement checks to the Clients within 30 days of receiving their claim for reimbursement.

Questions regarding the Request For Proposals (RFP):

- 1 Can the reporting requirements listed in Subparagraph 1.4.2.2 of the Request for Proposals (RFP) be removed as a monthly reporting requirement**

The monthly reporting requirements in Subparagraph 1.4.2.2 of the RFP are required reporting documents to be provided, however, some statistical data such as the reason for denials or the average number of trips taken per client per month , can be discussed and submitted in another format on an alternate report date if appropriate

- 2 Why does the RFP seem to stipulate that volunteers, chosen and engaged by riders, receive background checks and receive training from the subrecipient, contravening the basic principles of a rider-centered service?**

Volunteer Drivers who are designated by the Client are not to be confused with the Subrecipients "Volunteers". Assignment of Volunteer Drivers are the responsibility of the Client and not the County nor the Subrecipient. Subrecipient Volunteers work directly for the Subrecipient performing such tasks as taking messages on the phone, printing notices, and/or mailing client documents, etc. Only staff and volunteers of the Subrecipient who hold a position deemed "sensitive," are subject to the background check requirement. For clarification on what Subrecipient Volunteers, please see Subparagraph 6.6 (Volunteers) of the SOW.

- 3 Understanding the belief by the County that family members of a rider, who often live in the same household as the rider, should be able to be authorized as a volunteer driver for the rider, how many riders in the same household should be able to receive mileage reimbursement payments for a volunteer driver?**

There is no specific number of how many "Volunteer Drivers" are permitted to be in one household.

A Volunteer Driver can live in the same household as a Client; however, a Volunteer Driver cannot also be a Client.

Additionally, two Clients in the same household cannot both claim a ride they took together from the same Volunteer Driver.