

**ADDENDUM # 1 Request for Proposals  
Assertive Community Treatment and Supportive Community Services  
Questions & Answers**

**January 25, 2021**

**Issued by: Santa Barbara County, Department of Behavioral Wellness (BWell)**

Addendum Descriptor: This addendum is issued as supplemental information to the RFP for clarification, correction, and/or additional information that will be of use to applicants. Applicants are responsible for ensuring that their proposals reflect any and all information included. The Department of Behavioral Wellness recommends that applicants frequently consult RFP360 (the online system BWell is using to issue and score RFPs), as well as the Department website (<http://countyofsb.org/behavioral-wellness/bids.sbc>), to determine if they have downloaded all addendums to the RFP.

Responses to Questions/Clarifications from Bidders' Conference and Messages via RFP360:

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- 1) There seems to be a discrepancy between the amount of money available for SCS services in Santa Barbara (\$1,072,000 for 115 clients) and Santa Maria (\$1,042,000 for 85 clients). Why is the cost per client lower for Santa Barbara? There is also a discrepancy in the number of clients for SCS in Santa Barbara - 115 clients stated on page 5 and 100 clients stated on page 31. What is the expected number of clients and staff to client ratio? Would a ratio of 1:12 for 100 clients at the \$1,072,000 budget be allowable?**

The budget for Supportive Community Services (SCS) in Santa Barbara and Santa Maria was structured based on the unique circumstances in each region in regards to hiring difficulties, regional salaries, and service level needs.

For Santa Barbara, the expected census is 115. The required ratio for SCS is 1 to 12 (12 clients per one (1.0) FTE staff member).

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- 2) Will there be any character or word count limits for bidder responses to narrative fields on the RFP360 platform?**

The Rich Text Format text editor which is used to collect narrative responses for most of the questions does not have a character limit. For the Attachment questions, Bidders have the option to include comments up to 1000 characters in length.

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**3) Are bidders permitted to include a cover letter or Executive Summary and is there room to add this as supplemental document somewhere within the RFP360 platform?**

Yes. Exhibit A, Section 12 of the ACT and Supportive Services states that “Bidders may submit up to five pieces of additional information in support of the agency for this proposal. Information may include: D. Pictorial material, clippings, and other information supportive of the proposal contents.” Supplemental documents can be attached in Section 23 (Optional Supporting Documents) in RFP360. Exhibit A, Section 4 states that a proposal summary is to be provided for each applied location.

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**4) In regard to Section 12, Supporting Documents (Optional) found on p.54 of the RFP (pdf), is there an opportunity to add additional documentation or supporting documents beyond the “up to 5 pieces of additional information”?**

No, five (5) pieces of additional information is the limit. Pg. 16 Exhibit A states up to five pieces.

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**5) Are electronic signatures acceptable for the signature forms? For example, Exhibit D: Certifications and Signature?**

Yes, electronic signatures are acceptable.

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**6) Could the County please confirm that it is acceptable to upload an attachment for RFP360 Section 21: Policies and Procedures (EXHIBIT A)? Are there any other sections where it is appropriate to upload an attachment through the paperclip feature as opposed to the upload attachment field?**

Yes, it is acceptable to upload as an attachment. The paperclip feature can be used for sections 22, 23, 26, 27, and 28.

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**7) May providers utilize telepsychiatry?**

At times it may be necessary, however, since ACT is an intensive community-based services program, and not all clients have access to phones/computers, it is expected that the team sees their clients primarily in the field or where most convenient to the client.

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**8) Clarification of staffing ratios for ACT and Supportive Services:**

The staff-to-client ratio for the ACT Program is as stated in ACT RFP, Section 3.G() (c) on page 23:

- c. **Staff-to-Client Caseload Ratios.** The Program shall operate with a staff-to-client ratio that does not exceed 1 to 10 (10 clients per one (1.0) FTE staff member), or as otherwise indicated by the agreed-upon ACT evidence-based practice for a particular service, excluding the Psychiatrist and Administrative Support Personnel. These staff will not carry an individual caseload, but rather work as a team. Caseloads of individual staff members will vary based upon their overall responsibilities within the ACT Team (for example, Team Leader/Administrator and nurses may carry smaller caseloads).

The staff-to-client ratio for the Community Supportive Services Program stated in ACT RFP, Section 4.E on page 30 is amended as followed to clarify that the correct staff-to-client ratio is 1 to 12:

A. Supportive Community Services Staffing Requirements.

1. *Staffing.* At a minimum, the proposed Supportive Community Services Program must meet the following staffing requirements:
    - a. Director/Program Lead
    - b. Lead Clinician
    - c. Rehab Specialists (MHW)
    - d. Psych Tech/LVN
    - e. Office Manager/Support
    - f. Clinician
  2. *Clients.* The Program shall include a combination of the staff above and provide a direct services staff-to-client ratio that does not exceed 1 to 12 (12 clients per one (1.0) FTE staff member).
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