



**COUNTY OF INYO  
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**Request for Proposals (RFP)**

**COVID-19 Community Support Services**

For the provision of quarantine and isolation support services  
for individuals and families during the COVID-19 pandemic.

Estimated total available funds through June 30, 2023: \$140,000

**Deadline for submission of RFP:**

**Friday, April 23<sup>rd</sup> by 5:00pm**

*Applications received after 5:00pm on 04/23/2021 will not be considered.*

*Applications may be submitted via US mail or email.*

*Return RFP to:*

Inyo County Health & Human Services  
COVID-19 Response Team  
gmeneses@inyocounty.us

## INTRODUCTION

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### **About the Inyo County Department of Health and Human Services**

The mission of the Inyo County Department of Health and Human Services (HHS) is *Strengthening Resilience and Well-being in Our Community*. HHS is the County's lead agency in responding to the novel Coronavirus disease pandemic.

Epidemic control to suppress COVID-19 requires three actions: containment, social distancing, and the protection of vulnerable populations. Isolation and quarantine (I&Q) are measures to help protect the public by preventing exposure to people who have or may have a contagious disease. **Isolation** separates sick people from people who are not sick. **Quarantine** separates and restricts the movement of people who were exposed to a contagious disease, including contacts of a confirmed case, to prevent them from passing the infection to others if they become sick. One of the challenges of those exposed and/or infected with COVID-19 is being able to effectively isolate in their current living situations and making sure individuals comply with isolation and quarantine regimens. Whether living with family, in a group setting, high-risk individuals, or alone, there are obstacles within each circumstance that impact one's ability to isolate and/or quarantine.

To ensure the success of the containment initiative, individuals in isolation or quarantine must have proper support measures in place.

### **Purpose of this Request for Proposal (RFP)**

The purpose of this RFP is to solicit proposals from qualified organizations to help provide the support and/or services needed to ensure successful I&Q for people with or exposed to COVID-19 in Inyo County. Ensuring that the needs of exposed and/or sick individuals can be met is essential to ensuring that they will remain in I&Q safely for up to 14 days. Some individuals may require assistance connecting with services or paying for those services. For example, while under isolation orders, an individual may need access to things such as meals, medications, and other provisions for themselves or their family members. If an employer cannot cover wages for sick leave, individuals may need financial assistance to cover their food, cost of housing and utilities. Additionally, there may be barriers for some to isolate, such as sharing a household with a high-risk family member or residing in a group setting, making it necessary for them to be able to isolate elsewhere. In these cases, individuals may qualify for housing at a separate facility.

Services will be made available based on the specific needs of the individual and/or their family. Inyo County HHS Contact Tracers will perform an initial, brief needs assessment over the phone to determine an individual's needs. If an individual's needs exceed the general support offered, they will be referred for a more in-depth needs assessment and directed to apply for services.

### **General Overview of Services Inyo County HHS is seeking:**

Inyo County HHS seeks to identify organizations capable of providing an array of services that will enable individuals designated by Public Health as needing isolation or quarantine for COVID-19 to successfully complete that isolation or quarantine. Individuals may be asked to isolate or quarantine in a COVID-19 temporary housing facility or in their own home. Submitted proposals should address service provision for either or both of these options; please note on the Proposal Services Sheet (1B).

Inyo County Health and Human Services (HHS), consistent with Section IV.B. of the Inyo County Purchasing and Contracting Policy and Procedure Manual, invites community organizations to submit proposals to provide grocery shopping and delivery services, meal delivery services, and medical or personal care shopping and delivery services to support individuals who are unable to leave their residence or temporary shelter during the COVID-19 pandemic. We are seeking one or multiple contracts to service North Inyo County (Bishop, Big Pine) Southwest Inyo County (Independence, Lone Pine, Olancho, and South 395 Communities) and Southeast Inyo (Death Valley communities).

## APPLICATION PROCESS

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**To register as a proposed Applicant,** contact Genoa Meneses at (760) 485-4168 no later than 04/16/2021 to indicate your interest. All registered Applicants will be notified of amendments or alterations to the RFP. An Applicant is not required to register to submit a bid; however, an Applicant is required to register to be notified of amendments or alterations to the RFP, including frequently asked questions.

## PROPOSED SERVICES

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### ***Contractor(s) will:***

- A. Receive referrals for services from Inyo County HHS Contact Tracers.
- B. Provide shopping and delivery services, and/or meal delivery services, and/or medical/personal care shopping and delivery services to community members within the designated contract area(s).
- C. Alert Contact Tracers upon commencement of services.
- D. Provide a detailed invoice to designated HHS staff.

### ***The County will provide the following support for the identified contractor(s):***

- A. Determine eligibility of participants.
- B. Notify the organization of participants needing support services and a timeframe of when services must be completed.
- C. Notify the organization of the participants I&Q end date and arrange for the cessation of services.
- D. Process invoices from the contractor in a timely manner.

## PROGRAM REQUIREMENTS DESCRIPTION

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Applicants may submit proposals to provide services to one (1) or more of the requested service areas. Applicants are permitted to engage paid staff or volunteers to provide services, subject to background check requirements. Applicants may propose additional or revised tasks and activities, but must explain why each is necessary and aligns with the program goals and Inyo County HHS' mission.

Individuals whose needs surpass the services and support which can be provided by Inyo HHS' Contact Tracers will be referred to the contracting agency funded under this RFP. Applicants should ensure that referrals are contacted and provided support services within a reasonable amount of time. Applicants are responsible for ensuring that agreed-upon services are provided, as needed, closing out services at the end of the isolation/quarantine period as determined by Public Health, and submitting a detailed invoice to Inyo County HHS for payment.

The contractor(s) selected under this RFP will pick-up and deliver supplies as noted on their submitted Proposal Services Sheet to individuals participating in the I&Q support program so they are able to continue daily life without disrupting isolation or quarantine efforts. Pick-up and delivery needs may span the duration of the isolation or quarantine period. Examples of supply pick-up and delivery needs included on the attached Proposal Services Sheet (1B).

Ideally contractor(s) are able to take reasonable steps to provide access to services for individuals with limited English proficiency by incorporating multi-lingual staff or volunteers to provide services and/or connecting clients with bilingual Contact Tracers at Inyo County HHS.

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## **CONTRACT AMOUNT AND DURATION**

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The estimated amount of contract(s) compensation shall not exceed \$140,000 based upon services provided. The term of the resulting contract is estimated to begin on or about May 1, 2021 and terminate June 30, 2023, with possible extension subject to available funding and Inyo County Public Health approval. Inyo County retains sole discretion to renew for additional terms, without a competitive bid process, subject to contractor performance and continued funding.

Contracts awarded under this RFP will be funded to the following amounts:

### **Area 1 – Bishop and surrounding area:**

- \$400 per week to have a system of response in place;
- Plus an additional \$25 per case during the approved duration + any mileage tracked and submitted (at the current CA rate of \$0.56/mile) via Inyo HHS provided mileage form;
- Inyo HHS will also reimburse support expenses for cases with pre-approval and detailed backup submission (expense report with receipts).

### **Area 2 – South Western Inyo (including Independence, Lone Pine, Olancho and Southern 395):**

- \$400 per week to have a system of response in place;
- Plus an additional \$25 per case during the approved duration + any mileage tracked and submitted (at the current CA rate of \$0.56/mile) via Inyo HHS provided mileage form;
- Inyo HHS will also reimburse support expenses for cases with pre-approval and detailed backup submission (expense report with receipts).

### **Area 3 – Eastern Inyo (including all Death Valley Communities):**

- \$400 per week to have a system of response in place;
- Plus an additional \$25 per case during the approved duration + any mileage tracked and submitted (at the current CA rate of \$0.56/mile) via Inyo HHS provided mileage form;
- Inyo HHS will also reimburse support expenses for cases with pre-approval and detailed backup submission (expense report with receipts).

Funding from California Department of Public Health (CDPH) will be used to pay this contract. This is a federal award within the meaning of Title 45, Code of Regulations (CFR), Part 75. This contract is a sub-award of the federal award to CDPH to County of Inyo (EIN 95-6005445). The CFDA number is 93.323-Epidemiology and Laboratory Capacity for Infectious Diseases.

Applicants selected will be subject to the County's standard contract 116 terms and requirements.

## **WHO IS ELIGIBLE TO APPLY**

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**Inyo County established organizations** are eligible to apply. Eligible community organizations can include 501(c)3 organizations, churches, civic groups, schools, businesses, associations, and other community-based organizations.

The Contractors selected to provide the service must be insured and able to enter into a contract with the County of Inyo.

## SUBMITTAL REQUIREMENTS

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By **5:00 p.m. on Friday, April 23, 2021** application packets must be received in the Health & Human Services office via email at [gmeneses@inyocounty.us](mailto:gmeneses@inyocounty.us). Mailed or Faxed applications will **not** be accepted.

Application packets must include:

- **Cover page: 1A** (format attached)
- **Proposal Services Sheet: 1B** (format attached)
- **Brief (no more than two pages) narrative presentation**
  - ☐ Describing your experience providing temporary assistance to Inyo County residents.
  - ☐ Identifying staffing to ensure that your organization remains a reliable resource.
    - Must provide information about delivery drivers; background check or other guarantee of security
    - Indicate other languages spoken by staff/volunteers and their level of proficiency.
    - Identify transportation in place that is insured, reliable, and will deliver support services.
  - ☐ Indicate the date the applicant is available to begin service provision.

## SELECTION PROCESS AND CRITERIA

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Under the direction of the HHS Assistant Director, an Evaluation Committee will be convened to review applications. The committee will be responsible for identifying the best-qualified contractors to provide grocery shopping and delivery services, meal delivery services, and medical or personal care shopping and delivery services. Interested entities without appropriate licenses will not be considered. Entities will be evaluated based on the following criteria:

- Completeness of application packet (10 points)
- Financial and operational stability of organization (25 points)
- Staffing resources (60 points)
- Availability of start date and length of commitment (25 points)

The County reserves the right to select a Contractor based solely on submitted application packets. Interviews may or may not be conducted. The County reserves the right to reject all applications.

*Application Packet  
Cover Page For:*

1A

## **COVID-19 Community Support Services**

To:

Inyo County Health & Human Services  
COVID-19 Response Team  
ATTN: Genoa Meneses  
(760) 485-4168  
gmeneses@inyocounty.us

**Legal Name of Organization:** \_\_\_\_\_

**Physical Address:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **FAX:** \_\_\_\_\_

**Primary Contact Person:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

I certify to the best of my knowledge and belief that the information in this application and is true and correct and that submittal of this application has been authorized by the legal owner.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed/Typed Name

\_\_\_\_\_  
Title

# Proposal Services Sheet For:

## COVID-19 Community Support Services

1B

**Provision(s) & Location(s) Services are offered:** Mark with an X; *select all that apply*

Service Provision	
<input type="checkbox"/>	Support individuals/families at: temporary housing facility
<input type="checkbox"/>	Support individuals/families at: main place of residence (house, condo, RV, etc.)

**Provision(s) & Location(s) Services are offered:** Mark with an X; *select all that apply*

Assistance Location(s)			
<input type="checkbox"/>	Big Pine	<input type="checkbox"/>	Independence
<input type="checkbox"/>	Bishop & West Bishop	<input type="checkbox"/>	Keeler
<input type="checkbox"/>	Cartago	<input type="checkbox"/>	Lone Pine
<input type="checkbox"/>	Darwin	<input type="checkbox"/>	Mesa
<input type="checkbox"/>	Dixon Lane-Meadow Creek	<input type="checkbox"/>	Olancho
<input type="checkbox"/>	Furnace Creek	<input type="checkbox"/>	Pearsonville
<input type="checkbox"/>	Homewood Canyon	<input type="checkbox"/>	Round Valley
<input type="checkbox"/>		<input type="checkbox"/>	Sandy Valley
<input type="checkbox"/>		<input type="checkbox"/>	Shoshone
<input type="checkbox"/>		<input type="checkbox"/>	Tecopa
<input type="checkbox"/>		<input type="checkbox"/>	Trona
<input type="checkbox"/>		<input type="checkbox"/>	Valley Wells
<input type="checkbox"/>		<input type="checkbox"/>	Wilkerson
<input type="checkbox"/>		<input type="checkbox"/>	Other:

**Services offered:** Mark with an X; *select all that apply*

Grocery and/or Food Assistance	
<input type="checkbox"/>	Grocery pick-up & delivery ( <i>when online ordering is available</i> )
<input type="checkbox"/>	Grocery shopping & delivery ( <i>when online ordering is not available</i> )
<input type="checkbox"/>	Take-out: pick-up & delivery ( <i>when orders can be placed &amp; paid for in advance</i> )
<input type="checkbox"/>	Meal delivery ( <i>delivery of prepared meals</i> )

Pharmacy and/or Personal Care Assistance	
<input type="checkbox"/>	Medication pick-up & delivery ( <i>for filled prescription orders</i> )
<input type="checkbox"/>	Medical supplies shopping & delivery ( <i>ex: vitamins, cool-press, ibuprofen, acetaminophen, thermometer, etc.</i> )
<input type="checkbox"/>	Personal care supplies shopping & delivery ( <i>ex: shampoo, soap, lotion, toilet paper, feminine hygiene products, etc.</i> )

Other Service Assistance Offered	
<input type="checkbox"/>	Other: