

Human Services Dept. (HSD) & Department of Violence Prevention (DVP) Request for Qualifications (RFQ) for Professional Services 2022-2025

Frequently Asked Question's (FAQ's)

Topic – Eligibility

Q: Are current Department of Violence Prevention (DVP) grant recipients eligible to apply for this?

A: If you feel that you or your organization have the skills and experience that meet the minimum qualifications in one or more of the category areas you should consider applying to be part of the qualified list for these professional services. Participating in other funding opportunities with Human Services Department, the Department of Violence Prevention, or any other City department or division does not preclude you from participation in this RFQ.

Q: If we already receive Sugar Sweetened Beverage (SSB) grant funding, are we eligible for this grant?

A: This is not a grant, this is a professional services RFQ, if you or your organization has capacity to provide professional services in any of the category areas, please submit an application.

Topic –Application

Q: How do I state that I would like to bid for a particular category on the RFQ?

A: The transmittal letter is where you identify which category you are applying for. If you intended to apply for more than one category area it would be helpful to have a transmittal letter and Statement of Qualification for each separate category to help with review and assessment of your application.

Topic – Budget Application

Q: Do you accept daily rates or other types of rates?

A: If a daily rate is how you go about your work, that's fine but we'd prefer an hourly rate. We'd prefer to see the hourly rates for each member of the team and may ask for more details if your application is selected for an interview.

Q: Would you accept a deliverable-based budget?

A: It would be important to see the rates for consultants and proposed hours to complete each proposed deliverable. Those details are often in the Scope of Work and work plan that inform a payment schedule based on agreed upon deliverables. For the purpose of this RFQ it would be helpful to have hourly rates for consultants included.

Q: Is there a cap on overhead / indirect cost recovery / administrative costs?

A: In general, there is not a cap, but expenses should be reasonable costs associated with the project.

Topic - Funding

Q: Can you please clarify whether the Sugar Sweetened Beverage (SSB) fund money is going towards/through DVP?

A: These funding sources are separate.

Q: Please elaborate on the Sugar Sweet Beverage (SSB) Initiative's role in this RFQ? Are they supplying some funding for this work, or will they be seeking support through this RFQ?

A: Should SSB determine they have a need for any of the services outlined in the service category areas, they will be able to pull from the list of qualified vendors. As of the publishing of the RFQ, they have not identified an imminent need.

Topic - Service Area No. 2: Design, Marketing and Communication Services

Q: Does the department have an example of a previous creative brief to share so that we can understand the department's ability to provide a sufficient overview of a project initiative, including the definition of audiences, messaging goals and roles, measurement KPI's, existing creative assets, and method of delivery of said materials.

A: HSD/DVP does not have a creative brief to share and are looking for support with developing for us

Q: Does the department have an example of a previous website creative brief and/or a technical specifications and functionality requirements document to share and demonstrate the proper amount of website technical and features understanding when requesting a website design and build?

A: HSD/DVP does not have a website creative brief to share.

Q: What are the expected "multi-media" deliverables?

A: Each department/division will have different needs. Design and marketing products may include developing an app, a billboard campaign, print collateral, among others.

Q: Are there existing or previous examples of similar multi-media campaigns inside or outside of the Department of Violence Prevention that can be used as an example model for the type of multi-media communications strategy expected?

A: DVP does not have an example of a similar multi-media campaign. Past campaigns on violence prevention topics included posters and bus shelter images of youth who have lost loved ones to violence.

Q: Can you please elaborate what is meant by "examples of work plans for a communications project of similar complexity"? Do you mean past work samples?

A: Past work samples would be useful. However, a work plan will detail the process and steps to obtain the final work samples.

Topic - Service Area No. 3: Independent Evaluation of Program Services

Q: Regarding the supplemental questions for the service category #3 - Independent Evaluation of Program Services: Are responses to these supplemental questions a requirement to be considered for work with DVP?

A: Yes

Topic - Service Area No. 5: Training, Technical Assistance and Capacity Building

Q: What problem are you trying to solve, or need are you trying to address?

A: This Request for Qualifications (RFQ) issued by the City of Oakland, Human Services Department (HSD) and the Department of Violence Prevention (DVP) is intended to identify qualified agencies, firms, project teams or individuals to provide a variety of consulting services, to help build strong communities by enriching the quality of life for individuals and families in Oakland. Each Department and/or Division may have specific needs pertaining to one or more of the service categories. In general, for this service category #5: Training, Technical Assistance and Capacity Building the overall goal is to ensure the best outcomes for the Oakland community and to realize the best impact for those that are served. This entails building capacity for front line staff, City employees and grantees that support these efforts.

Q: What are “capacity building” areas of focus? Is it focused on “internal” capacity-building of staff, or more focused on “external” capacity-building of grantee organizations (ex. grantees in Oakland Fund for Children and Youth (OFCY), DVP, and SSB programs)?

A: This focus area could include both internal and external capacity-building depending on the Department or Divisions specific needs. Applications are encouraged from providers that do either or both. The primary focus for the DVP is external grantees, but internal staff are included in training spaces to get an opportunity to grow together as a team. OFCY similarly has an external focus for the community-based organizations and grantees that work in partnership.

Q: Can funding support existing training we are doing for our clinicians, or does it need to be for the community at large?

A: HSD/DVP are seeking consultants to develop and provide training for funded grantee partners. Existing training may be relevant but must be provided to the staff and agencies identified by HSD/DVP.

Q: Could this funding support certification costs such as individual supervision in promising practices?

A: If the training aligns with HSD/DVP needs support for certification costs could be a contracted deliverable. Please note that this is not a Request for Proposals to fund your existing program model but instead a RFQ to provide professional services directed by HSD/DVP.

Topic - Service Area No. 6: Workforce-Focused Capacity Building and Employer Engagement

Q: Is there an allocation amount already identified for this service category?

A: Unless listed in the RFQ there is not a specific amount for this service category. The goal is to have future funding to support this area of work.

Topic – Business License

Q: I'm a freelance writer living in Oakland. I don't have a business license with the city. Do I need to obtain one?

A: A business license is not required to submit a statement of qualifications. However, if selected to perform work for the City, you will need a current business license to contract with the City.

Q: Earlier this year I filed a DBA in the city of Oakland under Camilleri Investigations. Is this sufficient to be considered a certified Oakland business or do I need to also obtain a business license? I'm happy to get a business license, but I think there is a requirement to have had it for at least 6 months. Can you please clarify? I don't want to spend the time on the DVP proposal if I'm not eligible as a vendor.

A: Yes you will need a business license, and have that license for a period of 6 months. If you are seeking certification as a VSLBE the 6 month business license and being in business for a period of 6 months and submittal of the required documents is necessary.

Topic – iSupplier

Q: Does iSupplier only allow one person per organization to register?

A: No, you can have multiple users in iSupplier.

Q: To become certified, does that require the Certification Application and iSupplier registration?

A: Yes

Topic – Schedules and Forms

Q: Please explain how to obtain Schedule E and other forms?

A: Samples of all required schedules are included in the RFQ and should be submitted as part of the proposal. Schedules may also be found here -

<https://www.oaklandca.gov/documents/contracts-and-compliance-forms-and-schedules>

Q: How is confidential information protected in Schedule E2?

A: The Department of Workplace and Employment Standards does not share this information. Documents are securely stored and destroyed once the contract is awarded.

Q: Regarding required schedules: Which forms are required at submission, and which are required at a later date? The proposal lists five schedules (E, I, O, W, and E-2) that are required at time of submission (with E-2 being optional). However, there are several other forms

mentioned, including Schedules Q, N, and N-1. Are these needed at time of submission or once contract negotiations begin?

A: Only Schedules E, I, O, and W are required with the proposal. E-2 may be submitted within 4 days after proposal due date. A: All others are not required until a contract is awarded.

Q: Oakland provides a Combined Contracts Schedule and a Combined Grants Schedule, but these are both mutually exclusive compared to what is explicitly stated in the RFQ. Which of these needs to be attached to our submission (if any)?

A: Neither of these are required with your proposal.

Topic – Local/Small Local Business Enterprise (L/SLBE) Program

The Department of Workplace and Employment Standards has a guide that may be found here: https://cao-94612.s3.amazonaws.com/documents/LSLBE-Program-Guidelines_Revised.5.4.21.pdf

Information on the Local and Small Local Business Enterprise Program may also be found on the City's website here - <https://www.oaklandca.gov/topics/certification-recertification-for-small-and-local-businesses>

Q: How do we know if our company qualifies as a local business enterprise?

A: Firms seeking certification as an LBE must be headquartered in the City of Oakland and 20% or 50 employees of the firm's total workforce must work at the Oakland Headquarters. Project Consultant Listing (Schedule E) is required by submittal due date for professional services projects. Schedule E is used to calculate the level of certified local business participation unless the requirement is waived. Responsive and responsible proposals will include meeting the 50% minimum L/SLBE participation requirement. At the time of submittal of Schedule E, some L/SLBE participation must be proposed in order to satisfy the requirement at time of submission. If zero participation is presented, the proposal will not be accepted by the Department of Workforce and Enforcement Standards. However, HSD/DVP has the discretion to contract with firms outside of Oakland by formally requesting approval from City Council to waive the L/SLBE requirement. DWES has no comment on this statement

Q: Can you explain the 50% participation requirement means?

A: Firms are required to meet the 50% L/SLBE requirement. They may meet with participation of a certified LBE or SLBE firm by way of a 25/25% split or with the participation of VSLBE whose participation would be double counted. Please refer to the Local and Small Local Business Enterprise Business Program [here](#) for more information

Q: If we are one contractor and we are SLBE certified, would that be considered 100%?

A: Yes, it would

Q: How does one become Small Local Business Enterprise Program (SLBE) certified?

A: Organizations must be headquartered in Oakland or home-based office whereby a valid certification is in place 12 months prior to the closing date of a competitive process. At least 50% of staff must be headquartered in the Oakland office. Small local certification - Small local means you're a small local business, have been in Oakland for 1 year and must have a substantial presence. North American Industry Classification System (NAICS) codes apply to different businesses, you cannot exceed 20% of the NAICS code listing. Very small, does not exceed \$75,000 in business and has been in Oakland for less than 6 months. Once you submit the complete list of documents supplied in the RFQ, enter the information into iSupplier and it will generate necessary documents. After that submission, if you are qualifying as a new firm, a questionnaire will be sent to you. A site visit is conducted to make sure you're located here in Oakland.

Q: Can your location be combined in an office with an existing nonprofit?

A: Yes, but it depends. Please contact Contract Compliance Officer: Vivian Inman at vinman@oaklandca.gov or (510) 238-6261 for more information.

Q: If we are located outside of Oakland, do we need to partner with an organization that is located in Oakland in order to even qualify?

A: For the Department of Workforce and Enforcement Standards, it is required that your agency meet at least the minimum requirements on the SLBE preference. However, HSD/DVP has the discretion to contract with firms outside of Oakland by formally requesting approval from City Council to waive the L/SLBE requirement.

Q: How long does L/SLBE certification usually take?

A: About 10 – 20 days

Q: Who do we email if we have SLBE questions?

A: Contract Compliance Officer: Vivian Inman at vinman@oaklandca.gov or (510) 238-6261. Details on the Small Local Business Enterprise Program requirements may be found on page 20 of the [RFQ](#).

Q: While several of our employees live in Oakland, we are concerned about the level of personal information requested for Schedule E-2. What is the downside to not filling out this schedule? The RFQ indicates that preference points are awarded to organizations that submit this form (page 32), but the specifics are unclear.

What is the difference between the Project Team section and the Project Personnel section (page 33)?

A: For Project Team, we're looking for L/SLBE certification status for both prime and subs and request that you submit a copy of the City of Oakland Business license. For project personnel please submit detailed resumes for both primes and subs.

RFQ Questions?

Project Manager: Cindy King at oaklandhsdRFQ@oaklandca.gov

Contract Admin: Paula Peav at ppeav@oaklandca.gov or (510) 238-3190

Contract Compliance Officer: Vivian Inman at vinman@oaklandca.gov or (510) 238-6261

iSupplier - The City of Oakland's Official Procurement Portal

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iSupplier questions, email isupplier@oaklandca.gov