



**COUNTY OF ALAMEDA
ALAMEDA COUNTY HEALTH (AC Health)
FORMERLY KNOWN AS HEALTH CARE SERVICES AGENCY
(HCSA)**

**Questions and Answers V2
for
RFQ No. HCSA-900419.V6
Housing Solutions for Health Vendor Pool
Frequently Asked Questions & Answers**

This County of Alameda, AC Health, RFQ Questions & Answers (Q&A) has been electronically issued to potential bidders via email. This RFQ Q&A will also be posted on the GSA Contracting Opportunities website located at [Alameda County Current Contracting Opportunities](#).



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Questions & Answers

Q1: How much money will be available through the Vendor Pool?

A1: The Alameda County Board of Supervisors approved the Vendor Pool for the term July 1, 2019-June 30, 2027. Qualifying for the Vendor Pool does NOT guarantee an awarded contract or any particular contract amount. The Vendor Pool gives the County access to qualified vendors that are available for streamlined contracting. As programmatic needs and funding sources are identified by the County, Alameda County Health (AC Health), formerly known as the Health Care Services Agency, will develop and execute agreements with the appropriate, qualified vendor(s) in the Vendor Pool. Contract amounts and terms vary by contract.

Q2: Does HCSA already know who they want to work with?

A2: No. The purpose of the Vendor Pool is to identify all vendors currently capable of providing services. The Alameda County Health encourages all eligible vendors who are interested in providing services to submit a response. As programmatic needs are identified by the County, AC Health will develop and execute agreements with the appropriate, qualified vendor(s) in the Vendor Pool.

Q3: If I am approved for the Vendor Pool, how much funding will I receive? / How much money can my organization expect from a contract?

A3: Qualification into the Vendor Pool does not guarantee that any vendor will receive a contract with the County, nor does it guarantee any minimum or maximum contract award amount, or any awarded scopes of work to qualified vendors. Any payment will be specified through a negotiated Standard Services or Services as Needed Agreement, should a vendor receive one.

Q4: I am newly qualified into the Vendor Pool. When will I receive funding through the Vendor Pool?

A4: Vendors qualified for inclusion in the Vendor Pool will remain in the Pool for the duration of the Master Contract which was approved by the Board of Supervisors for the term of July 1, 2019-June 30, 2027. Alameda County Health will develop and execute agreements with appropriate, qualified vendor(s) for services, as needed, throughout the contract term. Upon qualification and approval, AC Health will contact organizations directly if there is an opportunity for service provision.

Q5: I have a current contract with the County; do I still need to apply to be a part the Vendor Pool?

A5: Yes. Standard Services or Services as Needed Agreements that result from the RFQ/Vendor Pool will be for new service opportunities that fall within the three core categories listed in the RFQ. All providers are encouraged to submit their qualifications for inclusion in the Vendor Pool.

Q6: If I don't apply for the Vendor Pool, can I still get a contract with the County?

A6: Yes. Vendors interested in other County contracting opportunities can refer to https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp for a current listing.

Q7: I want to assist with the homelessness crisis but don't fit into the three service categories. What can I do?

A7: Vendors are encouraged to review the Vendor Qualification Criteria for the possibility of inclusion in the Vendor Pool. AC Health will have ongoing monthly procurements for the Vendor Pool to allow vendors who do not meet these minimum standards currently to obtain the necessary experience to qualify in a later round. Vendors interested in other County contracting opportunities can refer to https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp for a current listing.

Q8: How will I know if I am approved for the Vendor Pool?

A8: At the conclusion of the monthly RFQ response evaluation process, all bidders will be notified in writing of the purchase order contract award recommendation, if any, by AC Health.

Q9: What happens if I don't apply by the initial deadline, April 10, 2019?

A9: AC Health encourages eligible vendors to submit their qualifications as soon as possible. Vendors who submit qualifications by April 10, 2019 may be eligible for the first round of approvals. AC Health will continue to accept submissions monthly on the second Wednesday of each month thereafter (i.e. May 8, 2019; June 12, 2019; July 10, 2019; August 14, 2019, September 11, 2019, October 9, 2019, November 13, 2019, December 11, 2019, January 8, 2020, etc.) until such time as this RFQ is closed. As of June 2025, AC Health continues to accept submissions monthly on the second Wednesday of each month, until such time as this RFQ is closed.

Q10: Once I am qualified into the Vendor Pool, what happens next?

A10: Alameda County Health will develop and execute agreements with appropriate, qualified vendor(s) for services, as needed, throughout the contract term, July 1, 2019-June 30, 2027. Upon qualification and approval, AC Health will contact organizations directly if there is an opportunity for service provision

Q11: Why should I be part of the Vendor Pool?

A11: Alameda County Health encourages vendors new to County contracting and existing vendors to partner with the County on the critical issue of homelessness. The Vendor Pool is a mechanism for AC Health to create a pool of qualified vendors available for the County to execute contracts quickly in response to the current crisis. Qualifying as a vendor makes organizations eligible to provide services in this response.

Q12: If I am part of the Vendor Pool, will I be required to provide services?

A12: No. Being part of the Vendor Pool does NOT obligate a vendor to provide services. If there is an opportunity for service provision, AC Health will contact a vendor directly to confirm interest in providing services for a specific scope of work. The County will neither warrant nor guarantee any minimum or maximum contract award amount, or any awarded scopes of work to qualified vendors. Any payment will be specified through a negotiated Standard Services Agreement, should a vendor receive one.

Q13: Is this Vendor Pool for Health Care Services Agency or the whole County?

A13: Alameda County Health is the lead agency managing the Vendor Pool. All qualifications will be submitted to AC Health and AC Health will administer the Vendor Pool on behalf of the County. In some cases, funding and scopes of work may be provided and managed by other County Agencies.

Q14: These services are broad, how will we know what the County needs?

A14: Qualified vendors may not necessarily anticipate the specific scope they will be asked to perform, if any; however, vendors should be prepared to perform services under the core service category that they have been approved and qualified for. The list of potential activities provided under each core service category in the Request for Qualification provides vendors a sense of the types of services they may receive a contract for.

Q15: My organization provides _____ services; should I apply?

A15: Alameda County Health encourages all eligible providers who meet the Vendor Qualification Criteria in any of the three core service categories to submit a response. The three core service categories are: 1) outreach, engagement, and benefits enrollment, 2) health and supportive services, and 3) housing and property related services. Vendors are encouraged to review the Vendor Qualification Criteria for the possibility of inclusion in the Vendor Pool. Vendors interested in other County contracting opportunities can refer to https://www.acgov.org/qa_app/qa/purchasing/bid_content/contractopportunities.jsp for a current listing.

Q16: Our organization does not operate housing programs, nor does it provide services to those experiencing homelessness; we provide capacity-building and technical assistance services to organizations that provide direct services to this target population. Should our organization apply for this RFQ?

A16: Bidders that demonstrate at least three years of experience providing technical assistance and/or capacity building services related to programs or services for people experiencing, or at risk of homelessness are encouraged to apply.

Q17: I have over 10 years of experience providing technical assistance and consulting services to help solve homelessness problems; I started a new consulting firm two years ago. Should I apply?

A17: For this RFQ opportunity, the bidder organization must be engaged in the business of providing services related to the target population for at least three (3) years of the last ten (10) years (cumulative experience will be accepted). In this case, the bidder organization is a new consulting firm which does not have the requisite three years of experience. Professional experience of key personnel, including that of business owners, cannot substitute for the experience of the bidder organization or consulting firm. Firms are encouraged to apply after the firm has been incorporated for at least three years and can demonstrate the required experience via a list of contracts and/or supplemental information that verifies the bidder's stated three (3) years of experience.

Q18: I am an independent consultant. Should I apply for the Vendor Pool?

A18: Please see A17 above. Bidders interested in providing technical assistance or capacity building to assist the County in its efforts to reduce homelessness are encouraged to apply. Bidders must demonstrate at least three (3) years of the last ten (10) years of experience (cumulative experience will be accepted) in providing technical assistance or capacity building to organizations working with the target population.

Q19: The RFQ asks for a list of three (3) references. Can I list references who work at the HCSA or another County agency that can speak to my organization's performance record?

A19: Bidders should use their discretion when listing references, including Alameda County employees. The County may not contact references who may have a conflict of interest.

Q20: I heard Alameda County is investing \$340 million over the next three years to eliminate homelessness in the County? When does it need to be spent by, and how is it being distributed?

A20: For details on the Homelessness Council's Board-approved strategy to invest \$340 million toward the goal of ending homelessness by 2026, please see the Homelessness Action Plan 2018-2021 found at <https://homelessness.acgov.org/homelessness-assets/docs/action->

[plans/CountyHomelessnessActionPlan.pdf](#).

Additionally, there are other more recent plans and reports that may be helpful including, but not limited to:

- Home Together 2026 Community Plan: https://homelessness.acgov.org/homelessness-assets/docs/reports/Home-Together-2026_Report_051022.pdf;
- Youth Action: A Way Home – 2022: <https://homelessness.acgov.org/homelessness-assets/docs/reports/Youth%20Action%20a%20Way%20Home%20Final.pdf>;
- Homelessness Prevention Framework: https://homelessness.acgov.org/homelessness-assets/docs/ACH_Homelessness-Prevention-Framework_021825.pdf;
- All Home Regional Action Plan 2024: https://www.allhomeca.org/wp-content/uploads/2024/06/Regional_Action_Plan_2024.pdf;

The aforementioned reports and others can be found on the County's Housing and Homelessness Services website: <https://homelessness.acgov.org/index.page>.

Q21: How can organizations qualify into the Vendor Pool with the experience of its staff?

A21: See A17 above. For this RFQ opportunity, the bidder organization must be engaged in the business of providing services related to the target population for at least three (3) years of the last ten (10) years (cumulative experience will be accepted). Professional experience of staff cannot substitute for the experience of the bidder organization. Organizations are encouraged to apply after the organization has been incorporated for at least three years and can demonstrate the required experience via a list of contracts and/or supplemental information that verifies the bidder's stated three (3) years of experience.

Q22: Can you explain start-up (scope) as it relates to the three years of experience requirement?

A22: Start-up projects refer to a type of project that may be funded in a Vendor Pool contract. Start-up projects provide seed money to a contractor to help launch a project. The project may include construction, space renovation, and/or the hiring of staff. Through the Vendor Pool, AC Health intends to increase the availability of services through funding of direct services, start-up, capacity-building and technical assistance, and innovation in each of the three core service categories.

Q23: What is the optimal number of vendors for the Vendor Pool before it closes?

A23: There is no minimum, maximum, or optimal number of vendors for the Vendor Pool. Alameda County Health encourages all eligible vendors who are interested in providing services to submit a bid response and partner with the County on the critical issue of homelessness.

Q24: How many current vendors are there?

A24: As of February 1, 2025, there are 89 vendors in the Vendor Pool.

Q25: What is the breakdown of vendors in each category?

A25: The list of qualified and approved vendors by core service category is available in each Housing Solutions for Health Vendor Pool Quarterly Report. These quarterly reports provide updates to the Board of Supervisors and the public on Vendor Pool accomplishments. Quarterly reports are typically brought to the Board of Supervisors three months after the end of each quarter, and are included in the meeting agenda. As of March 11, 2025, the following quarterly reports have been submitted to the Board: on September 17, 2019 (Board Agenda Item No. 18), January 14, 2020 (Board Agenda Item No. 17), March 24, 2020 (Board Agenda Item No. 14), July 14, 2020 (Board Agenda Item No. 11), October 20, 2020 (Board Agenda Item No. 14), February 9, 2021 (Board Agenda Item No. 12), April 27, 2021 (Board Agenda Item No. 14), September 28, 2021 (Board Agenda Item No. 21), January 11, 2022 (Board Agenda Item No. 18), May 24, 2022 (Board Agenda Item No. 15), November 22, 2022 (Board Agenda Item No. 12), February 27, 2024 (Board Agenda Item No. 13). For efficiency purposes, the most recent report covered an entire fiscal year, and was submitted to the Board on March 11, 2025 (Board Agenda Item No. 8). Board of Supervisors Regular Meeting Agendas are available at: <https://bos.alamedacountyca.gov/broadcast/>.

Q26: Have any services been contracted from the Pool?

A26: As reported in the most recent Housing Solutions for Health Vendor Pool Annual Report, as of June 30, 2023, 142 contracts and 125 amendments were executed from the Vendor Pool. See A26 above for guidance on how to access the quarterly/annual reports.

Q27: How are contracted services spread out among organizations that provide the same services?

A27: County agencies select a vendor to provide needed services based on the required and applicable criteria.

Q28: If a company is already in the vendor pool and they increase service offerings in a different category, do they have to resubmit another vendor pool application?

A28: Yes. If an organization is interested in potentially qualifying for additional core service categories, any future bid response from the organization must include all required documentation and submittals, as it would be treated as a completely new bid. Please follow the submission instructions as outlined in Section III. Instructions to Bidders, Submittal of Bids of the [RFQ](#) (pages 16-18).

Q29: Is the page limit for each core service or is the page limit for all core services applied for?

A29: Refer to the Required Documentation and Submittals section of Exhibit A of the RFQ (pages 6-9 of Exhibit A). Any limitations on page numbers are outlined within each required documentation item. For example, Item #3, Description of Experience section has a limit of 6 pages, and Item #4, Description of Services section has a limit of 2 pages for each core service category.

Q30: Incomplete bid – can it be resubmitted in the next round?

A30: Yes. Bidders that receive notification letters that their bids were deemed incomplete are encouraged to submit a future bid response for possible inclusion in the Vendor Pool, upon resolving the issues stated in the notification letter and/or obtaining the requisite vendor qualifications.

Q31: Is it correct that we can recommend different programming other than what is targeted with HHAP funds?

*A31: Bidders should describe **any** innovative, creative, and effective solutions, methods, and/or approaches they wish for the County to consider in addressing homelessness.*

Q32: Do the cities that have already been awarded as qualified vendors provide direct services?

A32: Some cities that are qualified into the Vendor Pool provide direct services to people experiencing homelessness, while others provide direct services and design programs to contract with community based organizations to serve people experiencing homelessness.

Q33: Are cities that do not provide direct services, but will contract with partners who do, considered vendors?

A33: A vendor does not need to provide direct services to apply. Any organization that meets the minimum vendor qualification criteria, including cities and other government entities that provide capacity building and technical assistance, start-up, innovative, and/or direct services, is encouraged to apply.

Q34: Are nonprofit affordable housing developers eligible to apply?

A34: Any organization that meets the minimum vendor qualification criteria, including affordable housing developers, is encouraged to apply to qualify for one or more of the following core service categories: 1) Outreach, Engagement, and Benefits Enrollment; 2) Health and Supportive Services; and 3) Housing and Property Related Services.

Q35: Our agency wants to develop supportive housing, should we apply for the Vendor Pool?

A35: The Housing Solutions for Health Vendor Pool provides an opportunity for the County to contract with qualified vendors, including direct service providers, cities, capacity building/technical assistance providers, consultants, trainers, housing developers, and others committed to addressing homelessness. The Vendor Pool provides the County with a vehicle for executing agreements in a streamlined fashion in order to improve the County's ability to respond more effectively to the current housing emergency, and to respond to emerging opportunities to maximize the utilization of time-limited funding.

Supportive housing (including the land/property, property management, and services) is a critical component of efforts to address homelessness. As demonstrated in the most recent report (submitted on March 11, 2025 (Board Agenda Item No. 8) available at <https://bos.alamedacountyca.gov/broadcast/>), the County is already partnering with qualified vendors involved with the key components of supportive housing. AC Health and other County agencies can use the Vendor Pool to contract with qualified vendors to provide direct services, start-up, capacity-building and technical assistance, and innovation in each of the three core service categories, including but not limited to supportive housing capital, operating, and supportive services. Any organization that meets the minimum vendor qualification criteria is encouraged to apply.

Q36: Can you please share more about the status of County activities related to “1.d. Assembling Housing and Income Portfolios, including Public Benefits Portfolios”?

A36: The County may award contracts to qualified vendors to help clients experiencing homelessness assemble housing and income portfolios, including public benefits portfolios, required for clients to obtain rental housing, including publicly-funded housing.

Q37: We are a city government. We identify needs, seek funding sources, and procure services from community agencies to provide the services directly. Do we qualify as a vendor?

A37: The Vendor Pool Administrator is not able to assess an organization's specific qualifications. Only complete bid responses submitted to the AC Health can be assessed for meeting vendor qualifications. In addition, see A33 above.

Q38: Most of our experience is outside of the County, does that matter?

A38: There are no specific geographical requirements to qualify as a vendor.

Q39: You mentioned a 3-year time period. Is it 3 years from the time a vendor gets a contract or 3 years from the time the Vendor Pool RFQ was released (2019) by the County?

A39: Vendors that qualify into the Vendor Pool Master Contract were originally qualified to potentially provide services to the County for three years, July 1, 2019-June 30, 2022. Since the Board of Supervisors approved amendments to the Vendor Pool to extend the term through June

30, 2027, all vendors that qualify into the Vendor Pool Master Contract are qualified to potentially provide services to the County for the term: July 1, 2019-June 30, 2027. Should a qualified vendor be chosen for a contract to provide services, the contract would be for a specific term within the period, July 1, 2019-June 30, 2027.

Q40: We do at least 10 of the activities under the categories, do we have to offer descriptions of our experience for all of those services rendered?

A40: Vendors are encouraged to provide a description of all experience and services that the vendor would be interested in providing to the County under a potential Vendor Pool contract, should the vendor qualify into the Vendor Pool.

Q41: Can you go over the 3-year fiscal documents required in the submission? What alternative documents can cities submit?

A41: Accepted financial statements may include annual tax returns, audited financial statements, or Profit & Loss Statements. Cities may submit annual financial reports.

Q42: When (month and date) will the County approach successful Vendor Pool agencies with their interest in contracting for a particular service?

A42: As programmatic needs are identified by the County, AC Health will develop and execute agreements with the appropriate, qualified vendor(s) in the Vendor Pool throughout the Vendor Pool Master Contract term. Qualifying for the Vendor Pool does NOT guarantee an awarded contract or any particular contract amount.

Q43: Do you have a timeline for the release of the HHAP RFQ?

A43: Alameda County Health has leveraged RFQ. No. HCSA-900419, Housing Solutions for Health Vendor Pool as one of the avenues to award one-time funds from the State of California's Homeless Housing, Assistance, and Prevention (HHAP) Program. The County of Alameda may issue subsequent procurements or bid opportunities to award contracts to fund HHAP projects.

Q44: Is HCSA still providing the option for bidders to submit bid responses electronically?

A44: Given the COVID-19 pandemic at the time, AC Health previously posted an Addendum which provided a temporary option for submitting bid responses electronically. On February 28, 2023, Governor Newsom announced the end of the COVID-19 State of Emergency, and our local health officer announced the end of the local emergency. As such, the Board's resolution authorizing closure of County buildings and modification of services has expired, and the County has since resumed business as usual. As such, AC Health is no longer offering an e-submission option. Please refer to the INSTRUCTIONS TO BIDDERS and Submittals of Bids section of the RFQ (pages 16-18) for bid response submission instructions.