

Question and Answer (Q&A) Set # 1

Item	RFP Section	Question	State's Response
1.	Strategic Outreach Plan, Subtask 1.3	What constitutes a "reasonable number of Questionnaire Assistance Centers & Kiosks"?	A number adequate to cover HTC population within the geographic region, in consultation with the RPM.
2.	3.3	Is there a preferred/recommended format for the budget & timeline? Should they be submitted in the body of the Strategic Outreach Plan or as attachments?	There is not a preferred format or template for narrative responses. Narrative responses should be submitted as attachments.
3.		Will there be any early indication of counties that are choosing to opt in - before the February 9 County RFP deadline? Or conversely that are choosing to opt-out?	The CCC Office will routinely update the Census website with current information to reflect county participation.
4.		If additional resources become available to grassroots efforts via the State - how quickly would that information become available and what would the process be for ACBOs to incorporate that into planning	Selected contractors will be working closely with the State's assigned Regional Program Manager (RPM) that promotes strong communication. New information will be available immediately upon receipt. Updates will be regularly updated and posted on the Census webpage at www.census.ca.gov .
5.	3.1	Section 3.1 (page 13) states that "subcontractors will also be required to meet the ACBO experience and administrative requirements." Does this mean all subcontractors will need to meet <i>all</i> the Minimum Requirements, Pass/Fail Administrative Requirements,	The specified minimum qualifications in Section 3.1 are intended to assist Bidders to determine if they have the administrative oversight capacity to be considered an ACBO. Documentation of the minimum organization

		and Scored Administrative Requirements listed on page 13-22, e.g. "ability to provide a primary designee who has data management experience and knowledge to interface with the SwORD mapping portal" (page 13), three customer references (page 14), a Strategic Plan (page 19), etc.	requirements specified in Section 3.1 (1-8) is not required with bid submittals.
6.	Section 4.2 (page 23)	States that the final proposal submission must include 5 copies. Is this 1 Master Copy plus 4 copies, or 1 Master Copy plus 5 copies?	See Addendum 1, the requirement has been clarified to read 1 Master and 4 Copies.
7.	Section 4.3.1 (page 24-25)	This section has a Requirements Checklist. Are the Workers Comp Certification and Proof of Insurance and Payee Data Record "Required with the Bid Response" or "Required before Award", i.e. do these need to be submitted as part of the final proposal submission	These documents are not required to be submitted with the proposal. These will be required prior to award.
8.	3.1	What type of documentation would you like to see as demonstration that this requirement is met? "Five (5) years or more of experience in managing and tracking budgets for three (3) or more sub-contractors and other user groups."	The specified minimum qualifications in Section 3.1 are intended to assist Bidders to determine if they have the administrative oversight capacity to be considered an ACBO. Documentation of the minimum organization requirements specified in Section 3.1 (1-8) is not required with bid submittals.
9.		Will the California Complete Count – Census 2020 (CCC Office) consider extending the deadline of the RFP?	See Addendum 1. The submission final deadline has been extended to February 15, 2019 at 2:00 p.m.
10.		Will the CCC Office provide the threshold languages for all 10 regions?	Upon request, the CCC Office will provide any language information that is readily available.
11.		Attachment 2 provides a list of 10 total regions and the counties that are designated to those regions, will the offeror be expected to provide services to all counties in each of the regions that they propose to provide services?	Contractors will be required to provide services throughout the entire Region awarded with a particular focus on the communities where hard-to-count populations reside.

12.		<p>What is the role of the State CBO for the Census 2020 work and if there will be more than one? We are looking at the consideration of a Regional ACBO vs a State CBO and wondering if you can share the difference. The Regional ACBOs would be in-charge of re-granting but it was not clear if the State CBO would have any re-granting responsibilities.</p>	<p>The role of a Regional ACBO is to provide administrative oversight and be responsible for all outreach and activities in a specified region. The Regional ACBO is encouraged to partner/subcontract to cover the entire region both demographically and geographically. The Statewide CBO will specialize in a given demographic population and oversee outreach and activities specifically to that community throughout the entire state. The Statewide CBO is also encouraged to partner/subcontract if needed to reach maximum capacity. Please refer to the solicitation documents for details on partnering and subcontracting.</p> <p>For clarity, "Regional ACBO" is a general term for those who are bidding on one of the ten established State Regions. "Statewide CBO" is the general term being used for those bidding on a particular demographic group statewide.</p>
13.		<p>Please clarify the purpose of the form on page 41 of the RFP titled 4. Project Representatives during the term of this agreement. Is this a sample from the contract with the bidder? or is it supposed to be a part of our proposal?</p>	<p>The Project Representative table is a sample and will be completed with the awardee and State information upon contract award.</p>
14.		<p>Is the RFP intending to fund ACBO's to cover the whole region listed or can ACBO's work on specific counties within the region</p>	<p>Contractors will be required to provide services throughout the entire Region awarded with a particular focus on the communities where hard-to-count populations reside.</p>
15.		<p>I request consideration be given to having the funds be dispersed by county instead of by region and that the due date for this RFP be extended to match the county deadline in order to facilitate coordination.</p>	<p>The funding allocation will not be changed. See Addendum 1 for submission deadline extension. Counties are receiving separate allocations per the invitation letter sent on 11/9/18.</p>
16.		<p>How can we access the attachments 1-5 identified in the table on page 32?</p>	<p>Attachments are available to view and download at: https://caleprocure.ca.gov/event/77601/0000011460</p>

			Exhibits A-D are incorporated in the RFP document on pages 35-65.
17.		Given the size of LA County, will one ACBO be selected to serve the entire county, or is there a possibility for more than one ACBO to be chosen?	For administration purposes, the State would like to contract with one (1) ACBO, however the State, at its sole option, may make multiple awards per Region.
18.		For ACBO Region 1, is there a state recommendation or funding formula that is preferable for ACBOs to utilize when determining the appropriate distribution of funding resources?	No. Innovation and creativity are encouraged. Contractors are expected to expend the resources awarded in communities and populations that are hard to count.
19.		Can subcontractors be contracted through fiscal agents?	The fiscal agent must have 501(c)(3) tax exempt status if they are applying to be the ACBO.
20.		What is the difference between a subcontractor and partner?	A partner is a joint bidder who shares responsibility with the bidder for adhering to the terms and conditions of the entire contract. A subcontractor is responsible for the portion of the work subcontracted, not the entire contract.
21.		Why is California only allowing one ACBO per region?	One ACBO per region is preferred for collaboration and administrative efficiencies, and contract management purposes, however the State, at its sole option may make multiple awards per Region.
22.		What level of data management is required? Would data management require input or analysis?	Data management will require the safeguarding and record keeping of information related to outreach activities and the uploading of specified information into the Statewide Outreach and Rapid Deployment (SwORD) tool.
23.		Can a CBO be both an ACBO of one region and a subgrantee of another region?	Yes.
24.		Can a CBO receive both statewide and regional ACBO contracts?	Yes.
25.		We noticed that the CCC Office omitted the LGBTQ community from the list of HTC communities, despite the fact that both the U.S. Census Bureau and the National	Yes, see Addendum 1.

		Advisory Committee and the California Census Advocacy Policy Network recognized the LGBTQ community as an HTC community. Is the CCC Office considering expanding their definition of HTC to include the LGBTQ community for the purpose of this and upcoming RFPs to align with the definitions used at the federal level?	
26.		What expertise in data management would be necessary to complete data reporting requirements?	Same response as number 23.
27.		Can you please clarify the requirements for resumes? Specifically, it states a requirement under the Language and Communication Access Plan portion that is different from Requirement 2.	Unless otherwise stated, Requirement 2 applies to the entire bid. The Language and Communication Access Plan is in addition to Requirement 2, if available at time of bid submission.
28.		What are the requirements and/or thresholds for listing subcontractors?	To the extent that the Bidders know who they plan on subcontracting with, the Bidder shall list those subcontractors in their proposal. If such information is unknown, the Bidder should identify the types of subcontractors they plan on subcontracting with. Subcontractor obligations are specifically referenced in various sections throughout the RFP.
29.		Can you clarify the contract term? There are different dates throughout the document.	The term of the contract is upon execution through December 31, 2020.
30.		Must we use volunteers to earn the 25 points?	Yes. A Volunteer's plan must be submitted for evaluation to earn up to 25 points in that category.
31.		Under workforce development it makes reference to processes for criminal background checks. Are we expected to do criminal background check on our staff and/or potential census job applicants?	Awardees are required to have a background check process in place, and describe those policies and procedures in Section 3.3, Administrative Requirements, item 1.7. Please refer to Exhibit D-1 Special Terms and Conditions, Section 14, Background Checks.

			“Contractor must have non-discriminatory criminal history background check policies and procedures in place, and adhere to them for hiring and retention of community outreach. (See Title 2, California Code of Regulations § 11017.1. Consideration of Criminal History in Employment Decisions).”
32.		Will you be providing a budget template? What level of detail is needed?	There is not a preferred format or template for narrative responses. Proposers are encouraged to use discretion while completing narrative responses. Responses will be scored in accordance with Section 5, Evaluation.
33.		For the requirement to translate into the top six languages spoken in the region, what is the process for language groups. For example, “Other Indic language” would be in the top 6 for us. Do we skip it and go to the next language?	Each region is linguistically diverse. Bidders shall provide the top six (6) languages at a minimum, however individual proposals may include a more detailed list of languages.
34.		Given the size of LA County, will one ACBO be selected to serve the entire county, or is there a possibility for more than one ACBO to be chosen?	One ACBO per region is preferred for collaboration and administrative efficiencies, and contract management purposes, however the State, at its sole option may make multiple awards per Region.
35.		Is there a guideline for what percentage of the allocated money should be retained by the ACBO to cover administrative costs versus the percentage being subcontracted out to other CBOs, besides from the 10% administrative overhead limit?	No, the administrative cost is limited to 10% of the total allocation per Region.
36.	3.2.3	With regard to the minimum qualification 3.2.3, the Customer References: Can the "customer" be a private foundation that granted us an amount greater than \$500,000 and are serving as a reference to demonstrate our ability to execute contract or grant objectives?	Yes.
37.		Regarding the minimum qualifications:	

		<p>a) in Section 3.1, #2, you state "Subcontractors will also be required to meet the ACBO experience and administrative requirements." Is this also required of partners or only those receiving funds?</p> <p>b) Must each subcontractor have a primary designee for SwORD? We understand that as the primary bidder, we will be responsible for coordinating data tracking among our partners. Do we need to identify in the response the person we are working with from each partner? Or is it sufficient to identify the head coordinator from the bidder?</p>	<p>a) Yes, it is required of partners. Similar to subcontractors performing more than 25% of the work, partners also need to meet the experience and administrative requirements.</p> <p>b) The ACBO bidder must have one primary designee for SWORD. Individual subcontractors are not required to also have a SwORD designee. Any data that the subcontractor collects must be uploaded to SwORD by the awarded Contractor's designee.</p>
38.		How can we access SwORD or see the requirements for its use? We need to be able to evaluate it and determine soon if we have the capability in-house or find a contractor. If we cannot access it, how do we find out more about it?	SwORD will not be available until after award. The CCC Office will provide SwORD training to the Contractor.
39.		What was your methodology for figuring the percentage of HTC by region? Do you have a breakdown of the region with percentage by county?	Please find methodology on our website at: https://census.ca.gov/methodology-for-calculating-city-percentages-of-county-hardest-to-count/
40.		Requirement 2: Team qualifications and resumes. Do you want resumes of executive team members of subcontractors even if they are receiving less than the 25% of the total budget?	Executive Team Members Yes. Subcontractors only when receiving 25% or more of the total funding.
41.	1.6	Section 1.6 asks for quite a bit of detail for a region that will involve partners from multiple counties. Could we aggregate numbers in our description for 1.6 and have an attachment of a chart with more details that doesn't count toward the 12 pages?	Yes. See Addendum 1, Section 3.3.
42.		1.6 asks for resumes of team members who will conduct the work. Do resumes count toward the page limit?	Resumes do not count toward the total page number of narrative responses. See Addendum 1, Section 3.3.

43.	<p>Page limit concerns. Requirement 1 asks for a significant amount of information for 1.5 line spacing to allow for another bunch of pages for requirements 2-5. Is there any chance you would consider changing to single space or increasing the number of pages?</p>	<p>See Addendum 1, Section 3.3.</p>
44.	<p>Numbers 14 and 15 of the evaluation criteria asks "does the proposer appear to have the capacity to manage fiscal resources responsibly" and "does the proposer have sound fiscal, accounting, and cost-monitoring or budget-monitoring procedures in place?"</p> <p>Where in the narrative would we include this information? In 1.8, the RFP asks for a budget, but not information regarding this. Where do you recommend we include such info?</p>	<p>The evaluation criteria is criteria that the CCC's evaluation team will consider in scoring the bids. The team will be focusing on the Bidder's responses to Pass/Fail and scored administrative requirements.</p>
45.	<p>Section 1.6 Language and Communication Outreach Plan, question 5 asks for a list of all entities/organizations to conduct in-language outreach services, along with resumes. We have many 6 counties in our region, each with many partners who may be involved in our outreach efforts; we anticipate having a few individuals per organization, multiplied times 6. What is the reasoning behind the need for the resumes of each individual conducting this work?</p>	<p>Unless otherwise stated, Requirement 2 applies to the entire bid. The Language and Communication Access Plan is one area which is in addition to Requirement 2, if available. Resumes are necessary to ensure that individuals are qualified to conduct outreach to the LEP and disabled communities.</p>
46.	<p>Requirement 1 – Strategic Outreach Plan (page 19) indicates the “Strategic Plan shall be no more than 12 pages in total.” However, there are no page limitations indicated for Requirements 2-5 (Page 21). Are there any page limits for Requirements 2-5 and/or is there an overall page limitation for the entire proposal package?</p>	<p>See Addendum 1, Section 3.3. There is no page limitation for Requirements 2-5.</p>
47.	<p>Regarding subcontractors, Page 14 states that “Bidders should list the proposed sub-contractor(s) CBOs receiving 25% or more of the total budget that will be part of this work, along with resumes of executive team</p>	<p>Yes. Approval will be required after award and discussed with the State's assigned RPM.</p>

		members from the subcontractor organizations.” Page 16 states that “Bidders shall not subcontract more than 25% of the awarded contract to a single sub-contractor entity without prior written approval from the CCC Office.” Are Bidders to seek CCC Office approval on proposed sub-contractor CBOs receiving 25% or more of the total budget after the CCC Office has awarded the contract to the Bidder?	
48.		For proposed sub-contractor CBOs receiving less than 25% of the total budget, other than Attachment 9 - Bidder Declaration Form, is there any documentation that should be submitted in the proposal on behalf of these entities? For example, is it preferable for the Bidder to submit preliminary agreements and/or MOUs with the proposed sub-contractor CBOs, or resumes of key staff?	No.
49.		May the Bidder include letters of support from elected officials, city/county officials, or other key community leaders with the proposal?	Letter may be submitted; however, points and/or preference will not be granted.
50.		Requirement 1.8 Region(s) Budget (Page 20) indicates “Administrative costs (not to exceed 10% of total allocation)” may be included. The requirement also states that “Administrative costs include, but are not limited to: human resources, budgeting, contracting, legal, facilities, information technology equipment and support, etc.” Are these Administrative costs apart from and in addition to any overhead and indirect costs that many be included? Or are these Administrative costs intended to be inclusive of any costs that may be covered by overhead and/or indirect cost rates?	The 10% Administrative costs are all inclusive.
51.		Requirement 1.8 Region(s) Budget states “Bidders shall provide a budget proposal of the Regional allocated funding provided by the State...” Is there a preferred budget template that bidders may use to submit the budget proposal? May bidders submit the full budget	There is not a preferred format or template for narrative responses. Proposers are encouraged to use discretion while completing narrative responses. Responses will be

		proposal as an additional attachment? Or is the full budget proposal intended to be included within the 12 page limitation of Requirement 1?	scored in accordance with Section 5, Evaluation. See Addendum 1, Section 3.3 for additional attachments.
52.		Requirement 1.9 Timeline/Calendar states “Bidders shall provide a timeline of activities during the term of this contract.” Is there a preferred template that bidders may use to submit the timeline/calendar? May bidders submit the timeline and calendar as an additional attachment? Or is the timeline and calendar intended to be included within the 12 page limitation of Requirement 1?	There is not a preferred format or template for narrative responses. Proposers are encouraged to use discretion while completing narrative responses. Responses will be scored in accordance with Section 5, Evaluation. See Addendum 1, Section 3.3 for additional attachments.
53.		What preference, if any, will be given to proposals whose prime contractor is headquartered and operating in the region they propose to serve?	Points will be given in accordance with Section 5.3, Final Proposal Scoring Criteria.
54.	3.1.7	If the primary designee is not on staff with the ACBO applicant, where do we include their role within the proposal? As a subcontractor? If the support is in-kind?	Information shall be submitted in the appropriate section where the work that corresponds to that individual or entity is being performed.
55.	3.2.1.13	Please explain “subcontractor concurrence.” How do we know from the State’s perspective which administrative and technical requirements are applicable to each role? <ul style="list-style-type: none"> • Must dollar amounts be assigned to each subcontractor in the proposal? • May subcontractors subcontract with additional CBOs? • Is there a limit or preferred number of subcontractors? 	Subcontractor obligations are specifically referenced in various sections throughout the RFP. The Bidder should carefully read and respond to each section completely. <ul style="list-style-type: none"> • Yes, if known. • No, the ACBO shall be the subcontracting authority with CBOs. The subcontractor may not subcontract any funds awarded by an ACBO. • No
56.	3.3	Requirement 1.3: We are in conversation with a variety of groups who are actively fundraising to provide technical assistance, trainings, etc. However, their plans are not yet concrete. How do we take these potential resources into account with our budgeting and presentation of our strategic plan? Can our budget be	Approximate your budget to the best of your ability and explain areas of your budget that may be subject to change and why.

		adjusted to take into account county, private, and in-kind resources which are defined later in the year?	
57.	3.3	Requirement 1.6: Given that other groups may be establishing QACs/QAKs, how do we take this into account in our planning and budgeting given that all of the planning has not yet been determined?	Provide a proposal to the best of your ability. The awarded ACBO will be operating the QACs/QAKs. Once contracts have been awarded, plans will be revisited and the RPMs will assist with coordinating amongst counties, contractors, and other participating entities to ensure efforts are not duplicated.
58.	3.3	Requirement 1.8: How do you define “Media”? Are social media and earned media included in this definition, or does it refer only to paid media content?	Media is broadly defined. The State is planning to secure a paid media contractor and the ACBOs in each region will be able to use materials/branding developed by this Contractor. ACBO bidders are encouraged to submit a strategic plan that demonstrates how they will incorporate media, either from the CCC’s media contractor, or by developing original content.
59.	3.3	Requirement 1.9: What level of detail is required for the timeline? Where can we find more information about the “Be Counted California” events?	Bidders should develop specific work plans for “Be Counted California” events in their proposed regions. Bidders are encouraged to be creative and use innovative methods to reach the hard to count.
60.	3.3	Requirement 3: Is there a page limit to this portion of the narrative? Can the timeline and activities be integrated into an overall timeline and activities?	See Addendum 1, Section 3.3.
61.	3.3	Requirement 4: May ACBO applicant submit report(s) of successful subcontractors if they have more relevant experience?	No, this should be of the ACBO. This relates to the Bidder’s experience and capability to handle a project of this size.
62.		When they say there is some flexibility [regarding having 1 or more ACBO per region], could they explain. Ideally each county would have an ACBO. Can we just only apply for one county in particular? Or would that completely shut us out?	For administration purposes, the State would like to contract with one (1) ACBO, however the State, at its sole option, may make multiple awards per Region. Contractors will be required to provide services throughout the entire Region awarded with a particular focus on the communities where hard-to-count populations reside.

			Proposals will be scored based on responsiveness to RFP requirements.
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