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*Department of
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Request for Qualifications

**for Mobile Assistance Community Responders of Oakland
(MACRO) Pilot Program**

Pre-Proposal Meeting

November 5, 2020

DVP Mandates



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Contract Compliance

- Overview by City of Oakland Contract Compliance staff
- Any questions for Contract Compliance will be answered at this time



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Contract Compliance

- Applicants strongly encouraged to apply ASAP for certification as a Local, Small and Very Small Local Business Enterprise (50% participation required)
 - Contact Ernestine Nettles at 510.238.6160 or enettles@oaklandca.gov to confirm your agency is registered as L/SLBE
- Other City policies listed starting on page 11 of RFQ – please be sure to review prior to submission



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MACRO Overview

- Community response to address non-violent/non-felony crises in two areas of Oakland
- Modeled in part on *Crisis Assistance Helping Out on The Streets* (CAHOOTS), developed in Eugene, Oregon
 - Tailored to meet the needs of Oakland residents through a 9-month feasibility process lead by Urban Strategies Council
- Opportunity to improve access to mental health and other community services in Oakland



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MACRO Overview

- Seeks to serve people with mental illness, substance use disorders, or people in crisis who are experiencing homelessness and requiring community-based services the majority of whom are Black, Indigenous, People of Color.
- Navigate people to the right services at the right time by utilizing community responders with strong ties and connection to Oakland.



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MACRO Overview

- Some types of calls could be served by a social services response such as MACRO
 - Quality-of-life calls such as disturbing the peace, intoxicated on the street, engaging in disorderly conduct, nonviolent incidents at homeless encampments, requests for wellness checks, etc.
- Oakland also has high rates of homelessness, 5150 Holds in the county and both disproportionately impact BIPOC



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MACRO Outcomes

- Decreased **negative outcomes** from law enforcement response to nonviolent 911 emergency calls, especially among Black, Indigenous, People of Color;
- Decreased **criminal justice system involvement** for people in crisis, especially among Black, Indigenous, People of Color;
- Increased **connections to community-based services** for people in crisis, especially among Black, Indigenous, People of Color;
- **Redirection of MACRO-identified 911 calls** to alternative community response system;
- Reduced Oakland Police and Fire Department **expenses** related to 911 nonviolent calls involving people with mental health, substance use, and unsheltered individuals.



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MACRO Implementation Phases

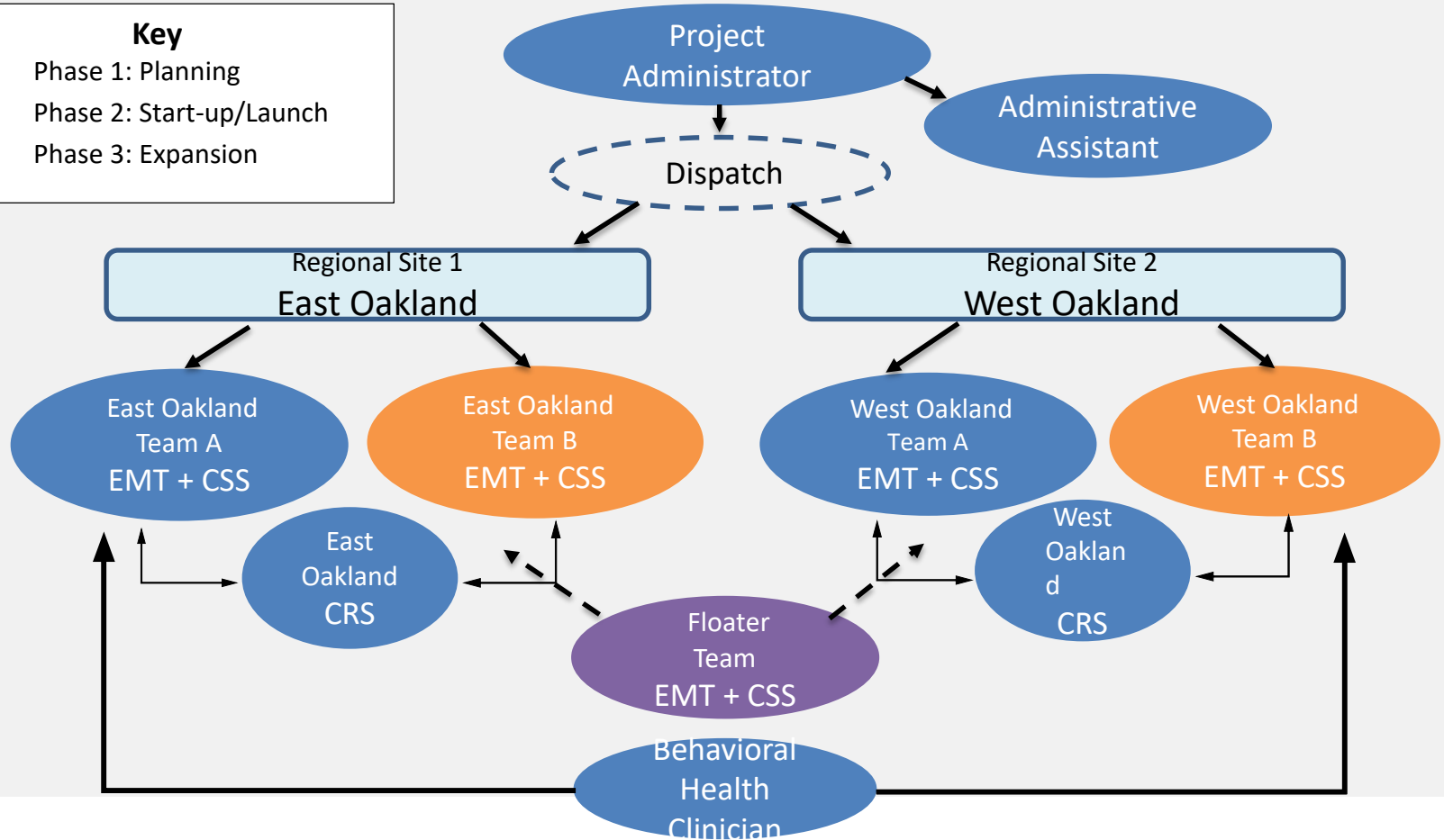
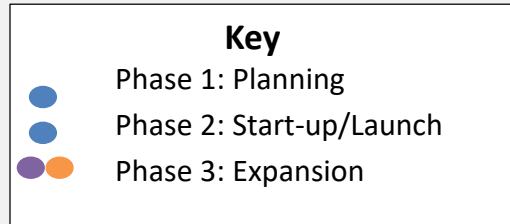
- **Planning Phase 1 (*Months 1 - 3*):** Award contract, finalize initial MACRO implementation plan, develop collaborative relationships with key partners, finalize evaluation plan, and hire and train start-up staff;
- **Start Up/Launch Phase 2 (*Month 4- 8*):** Launch field teams in two geographic locations, initiate ongoing supervision and support, begin data collection, hire and train expansion staff;
- **Expansion/Full Implementation Phase 3 (*Months 9 to 18*):** Expand field teams based on data to inform location and times, complete 18-month pilot and evaluation, engage in sustainability planning.



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MACRO Model



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MACRO Model

- Staffing, Training and Supervision
 - Utilize trauma-informed crisis intervention, de-escalation, and harm reduction techniques to stabilize crisis situations
 - Provide basic life support level of care such as CPR, first aid, and wound management as needed
- Transport and follow-up



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Minimum Qualifications

- Have at least 5 years of experience providing crisis services
 - Crisis hotline, conflict mediation or conflict resolution services, mobile outreach teams, suicide prevention, residential or respite crisis services, etc.
- Collaboration with government partners
- Have an established and robust agency information management system to collect and organize all service provision data and outcome data



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Preferred Qualifications

- Closely rooted or located in the local neighborhoods served by MACRO
 - Experience hiring for and operating community rooted, peer-based services
- Demonstrated experience in advancing an equity framework throughout organizational operations (such as hiring, developing programs, delivery services, leadership)
- Potential to manage a MACRO call hotline in the future as an alternative referral method



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Supplemental Questions

- Is there anything missing or anything additional you would add to the framework?
- Salary structure, how you determine wages for each of your proposed positions, and any considerations you make to provide livable wages for employees
- Please describe in more detail how you would engage community stakeholders in the implementation of the MACRO pilot



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How to Apply

Submission Requirements



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Required Proposal Elements

- 1. Cover Letter**
- 2. Project Team:** describe agencies, firms, project teams or individuals included; include sub-contractors and business license for LBEs/SLBEs, where applicable
- 3. Project Personnel:** resumes for lead agency and any identified sub-contractors
- 4. Relevant Experience:** describe work on 3 similar projects
- 5. Project Approach and Organization:** Demonstrate understanding of model, outline how project activities would be completed. Incorporate your responses to the supplemental questions in this section.



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Required Proposal Elements

- 6. References:** Three (3) for Lead Agency. If Subcontractor is included a reference for the subcontractor is encouraged.
- 7. Proposed Budget and Narrative:** include all costs associated with the proposal and a complete, descriptive budget narrative
- 8. Required Schedules:** must include E, I, O and W with proposal



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Submitting the Proposal

- Applicants should submit one full copy of the proposal via iSupplier
- In addition, applicants should submit one full copy of the proposal and supporting materials using one of the 2 available methods
 - Email sent to OaklandDVP_RFQ@oaklandca.gov
 - Hand delivery to 150 Frank Ogawa Plaza, 4th floor
- **Proposals must be received no later than 2 P.M. on Friday, November 20, 2020**



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Review Process

- DVP staff will review proposals for timeliness and completeness
- A panel of community, non-profit and government partners with expertise will review each proposal and determine the top proposals using the scoring rubric included in the RFQ (pp. 27-28)
- Interviews of the top applicants be held prior to final selection and contract award (pp. 28-29)
- Once selected, funding recommendation will be forwarded to City Council for review and approval



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Anticipated Timeline

- Distribution of RFQ Friday, Oct 30
- Pre-proposal Meeting Today, Nov 5
- Deadline to Submit Questions 2:00 PM, Nov 12
- Deadline to Submit Proposals 2:00 PM, Nov 20
- Evaluation of Proposals Nov-Dec 2020
- Interviews Week of Dec 14
- City Council Approval (Tentative) January 12, 2021
- Contract Negotiation/Award January 2021



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RFQ Questions

Questions regarding RFQ materials

- E-mail (no calls) OaklandDVP_RFQ@oaklandca.gov
- Responses will be posted via iSupplier and on Oakland Unite website
- Last Day to Submit Questions is November 12, 2020, by 2 P.M.

Contract Compliance Questions

- Direct to Sophany Hang at shang@oaklandca.gov
- Or Jasmine Chan at jchan@oaklandca.gov



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**THANK YOU!
QUESTIONS?**



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