



**CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT
CHILDREN AND FAMILY SERVICES**

Request for Interest (RFI) 776 – Revised 9/12/2024

Courier Services

The Contra Costa County Employment and Human Services Department (EHSD), Children and Family Services Bureau (CFS), announces **Request for Interest (RFI) 776**. CFS is seeking responses from companies interested in providing **Courier Services** to support the operations of CFS. The selected Contractor shall be considered an independent contractor and not an agent or employee of Contra Costa County.

Funding

EHSD will award a fee-based County standard contract to one selected organization for **up to \$80,029**. The organization is required to have two or more drivers. The anticipated duration of the contact is one year, from **January 1, 2025 to December 31, 2025** with possibility of two (2) subsequent twelve (12) month renewals based on contractor performance, availability of funds, and service need.

The contract will result in a fee for service rate based contract. The Contractor may be paid a per day per route rate ranging from \$155 to \$160 for a total daily fee ranging from \$310 to \$320 per day. In addition, Contractor is eligible for an excessive wait time fee and on-call/will call/emergency courier services fee. Funding is 42% Federal, 48% State 2011 Realignment, and 10% County Funds.

This RFI is not in itself an offer to work, nor does it commit Contra Costa County to fund any proposals submitted. The County is not liable for any costs incurred in the preparation or research of proposals.

Agency Requirements

- Experience providing courier services.
- Two or more reliable, maintained and insured vehicles.
- Adequate staffing (two or more drivers per day with valid and appropriate California Drivers' License classification) to manage and deliver program services appropriately.
- Familiarity with cities in Contra Costa County.
- Current auto and general liability insurance with \$500,000 minimum coverage; workers compensation insurance coverage for its employees.

Description of Services

1. The Contractor must provide two (2) regularly scheduled pick-up and delivery routes as set forth in **Attachment A** (Pick-Up and Deliver Routes), between the Superior Court of Contra Costa County and the CFS offices. Except as set forth in **Attachment B** (CFS Offices/Superior Court Closure Dates), pick-up and delivery shall be conducted between the hours of 2:00 PM and 4:30 PM, Pacific Standard Time (PST),

Monday through Friday.

2. Route schedules are subject to change at the discretion of CFS.
3. CFS and Contractor will be provided one week's advance notice of any route changes.
4. Contractor will maintain delivery logs including dates, times, and locations.
5. Contractor will have an adequate accounting system in place to generate invoices for payment in an accurate and timely manner.
6. Contractor must provide on-call, will-call and emergency services during regular business hours when requested by CFS.
7. The Contractor must have a contingency plan in the event of a delay due to an auto accident, severe weather, auto failure, major traffic jams, or road closures.
8. The contractor must have one point of contact during regular business hours, 8:00 AM to 5:00 PM, PST, Monday through Friday, except for holidays or days the CFS office is closed.
9. Confidentiality, HIPAA, Security - Contractor may not hold documents (confidential) and must return documents to CFS or designated pickup locations if need be. Contractor must comply with the County's confidentiality policies.

Payment

The Contractor must issue a monthly invoice for services provided with detail of days of delivery. All unscheduled services must be pre-approved by the CFS contact and clearly detailed in the invoice.

Insurance & Licensing

The successful bidder will be required, at a minimum, to provide proof of commercial general liability insurance, workers' compensation, certificate of insurance, and additional insurance provisions (includes auto insurance) coverage prior to providing any contracted services.

In addition, all couriers must have and maintain valid and vehicle appropriate classification California Drivers' license.

Review and Selection Criteria

Submission packages will be evaluated by EHSD staff to identify the most qualified respondent. If more than one respondent is deemed to be highly qualified, EHSD may require oral interviews and/or supplemental information from those respondents before making a final selection.

Contract negotiations will begin upon identification and notification of the most qualified respondent(s).

If a satisfactory contract cannot be negotiated in a reasonable time frame, EHSD, in its sole discretion, may terminate negotiations with the respondent(s) and begin contract negotiations with another qualified respondent(s).

Proposals will be scored on the following criteria as it relates to the relevant services described in this RFI with a possible total score of 100 points as follows:

- Experience providing courier services and budget/proposal to deliver services (provide desired rate per route and per day).....25
- Adequate staffing to manage program appropriately.....25
- Insurance & Licensing Compliance.....25
- Business references.....10
- Adequate accounting system.....10
- Familiarity with cities in Contra Costa County.....5

Applicants may be asked to participate in an interview to describe their qualifications and experience.

Proposal Submission Requirements

Interested parties must submit a RFI Proposal that addresses the following for **RFI 776**:

- Company background history, current services delivered, and familiarity with Contra Costa County.
- Company experience with providing courier services (years of service, within Contra Costa County considered).
- Company staffing description including clean driving records.
- Brief description of the accounting system currently used.
- Most recent financial statements, if available.
- Three (3) business references from recent related projects, including name, address and phone number of clients (submitted as attachment; not part of narrative).
- Proof of current insurance.
- Request for Taxpayer Identification Number and Certification (form W-9).

Electronic Submission – RFI Response Submissions are received by EHSD via upload of submission documents to **EHSD.org website only** at: <https://ehsd/overview/contracting-opportunities/>

In order to be considered as a Respondent for this RFI, interested parties must submit the completed Letter of Interest including requested documentation above, not to exceed ten (10) pages (including attachments), along with the Respondent’s name, title, email address and

contact phone number by the deadline of **no later than 5:00 p.m. Friday, September 20th, 2024** to the website address listed above. Attachments must be in MS Word, MS Excel, and/or PDF file format.

Once the files have been uploaded, please select the “Submit Bid” button at the bottom of the RFI announcement page. Complete the required fields on each screen and upload required attachments when prompted to do so. Once you hit “Submit Bid”, a notification will be sent to you via email to inform you that your bid has been received. The email will be sent to the address provided during the submission process. DO NOT email files to contractbid@ehsd.org (prior procedure).

Once you have submitted your request, you must call 925-957-5645 and follow the instructions provided. This will ensure EHSD has received proper notification of your submission.

Any RFI submitted to EHSD.org after the deadline will be rejected. Mail-in, hand-delivery, faxed, or email submissions are not acceptable.

Contact (RFI Process only): Contra Costa County, EHSD Contracts Unit
Telephone: (925) 957-5645 (for any questions related to submitting the Request for Interest)
E-mail: contractbid@ehsd.cccounty.us
Website: <https://ehsd.org/overview/contracting-opportunities/>

Responses must be received no later than 5:00 p.m. Friday, September 20th, 2024 without exception. Please note that responses will not be returned and late deliveries will **NOT** be accepted.

County reserves the right to reject any proposal and negotiate any terms as best serves the County. All proposals become the property of the County, without obligation to the Respondent.

The RFI process may be cancelled at any time without written notice.

Appeals must be received within ten (10) business days from the date of the award/denial letter. Notification of a final decision on the appeal shall be made in writing to the respondent.

Restriction and Disclosure

Any information deemed confidential or proprietary by the Respondent must be clearly marked and identified by the Respondent as such and include an explanation of why such information is exempt from disclosure under applicable law. Such clearly marked and identified confidential or proprietary information will be protected and treated with confidentiality only to the extent permitted by law. Information not protected from disclosure by law will be considered a public record.

Proposals will be received, maintained, and may be disclosed to the public consistent with the California Public Records Act (PRA) and the Freedom of Information Act. Proposals will be exempt from disclosure until the evaluation and selection process has been completed. Bidders should be aware that EHSD is required by law to make its records available for public inspection and copying, with certain exceptions (see California Public Records Act, California Government Code Section 6250 et seq. and the Freedom of Information Act - 5 U.S.C. Sec. 552).

EHSD will not notify Respondents of requests for release of information or that EHSD released data unless EHSD receives a request for information previously marked and identified by Respondents as confidential or proprietary. If EHSD receives a request for release of such previously marked and identified confidential or proprietary information, EHSD will notify Respondent of such request to allow Respondent to challenge such request consistent with applicable law.

County reserves the right to reject any proposal and negotiate any terms as best serves the County. All proposals become the property of the County, without obligation to the Respondent. The RFI process may be cancelled at any time without written notice.

Only Respondents submitting a proposal in accordance with RFI 776 may appeal the RFI process. Appeals must be submitted in writing. The appeal request must clearly state the area(s) of contention, how the individual/organization was damaged, and actions sought.

Attachment A

1 of 2

Pick-up and Delivery Routes

(Subject to change at Children and Family Services (CFS) discretion)

Route #1

	Address Location
1	Employment and Human Services (EHSD) - CFS 1275A Hall Avenue Richmond, CA. 94804
2	Employment and Human Services Department (EHSD) – CFS 500 Ellinwood Way Pleasant Hill, CA. 94523
3	Juvenile Clerk’s Office 640 Ygnacio Valley Road Walnut Creek, CA. 94596
4	Juvenile Court 640 Ygnacio Valley Road Department 05, 10, 38 (these Dept. #s are subject to change) Walnut Creek, CA. 94596
5	Contra Costa Juvenile Advocates (CCJA) 2020 N. Broadway, Suite 203A. Walnut Creek, CA. 94596
6	Office of the County Counsel - Juvenile Dependency/Conservatorship Division 1025 Escobar Street, 3rd Floor Martinez, CA. 94553
7	Employment and Human Services Department (EHSD) – CFS 500 Ellinwood Way Pleasant Hill, CA. 94523

Attachment A
2 of 2
Pick-up and Delivery Routes
(Subject to change at Children and Family Services (CFS) discretion)

Route #2

	Address Location
1	Employment and Human Services Department (EHSD) –CFS 4549 Delta Fair Blvd. Antioch, CA. 94509
2	Employment and Human Services Department (EHSD) – CFS 1875 Arnold Drive, #200 Martinez, CA. 94553
3	Juvenile Clerk’s Office 640 Ygnacio Valley Road Walnut Creek, CA. 94596
4	Juvenile Court 640 Ygnacio Valley Road Department 05, 10, 38 (these Dept. #s are subject to change) Walnut Creek, CA. 94596
5	Contra Costa Juvenile Advocates (CCJA) 2020 N. Broadway, Suite 203A. Walnut Creek, CA. 94596
6	Office of the County Counsel - Juvenile Dependency/Conservatorship Division 1025 Escobar Street, 3rd Floor Martinez, CA. 94553
7	Employment and Human Services Department (EHSD) – CFS 500 Ellinwood Way Pleasant Hill, CA. 94523

Attachment B

1/1/2025 – 12/31/2025 Children and Family Services (CFS)
Offices/Superior Court Closure Dates
(Subject to changes per CFS/CAO/BOS)

CFS	Superior Court	Courier Delivery
Wednesday, January 1, 2025** (New Year's Day)	Wednesday, January 1, 2025** (New Year's Day)	No Delivery
Monday, January 20, 2025** Martin Luther King, Jr.'s Birthday)	Monday, January 20, 2025** Martin Luther King, Jr.'s Birthday)	No Delivery
	Monday, February 10, 2025++ (Lincoln's Birthday)	All except court/clerk's office
Monday, February 17, 2025** (President's Day)	Monday, February 17, 2025** (President's Day)	No Delivery
	Friday, March 28, 2025++ (Cesar Chavez Day observed)	All except court/clerk's office
Monday, May 26, 2025** (Memorial Day)	Monday, May 26, 2025** (Memorial Day)	No Delivery
Thursday, June 19, 2025 (Juneteenth)		No Delivery
Friday, July 4, 2025** (Independence Day)	Friday, July 4, 2025** (Independence Day)	No Delivery
Monday, September 1, 2025** (Labor Day)	Monday, September 1, 2025** (Labor Day)	No Delivery
	Friday, September 26, 2025++ (Native American Day)	All except court/clerk's office
Tuesday, November 11, 2025** (Veteran's Day)	Tuesday, November 11, 2025** (Veteran's Day)	No Delivery
Thursday, November 27, 2025** (Thanksgiving Day)	Thursday, November 27, 2025** (Thanksgiving Day)	No Delivery
Friday, November 28, 2025** (Day after Thanksgiving)	Friday, November 28, 2025** (Day after Thanksgiving)	No Delivery

Thursday, December 25, 2025**	Thursday, December 25, 2025** (Christmas Day)	No Delivery
**Holiday ++Court only closed, delivery to all stops except court and clerk's office		