



April 17, 2024

Manager of Procurement
Department of General Services
120 West Main Street, Suite G
Woodland, CA 95695

Subject: Appeal Request Regarding RFP#GSDRFPKK2434 Decision
Due Date: March 8, 2024
RFP Coordinator - Karen Kawelmacher

To Whom It May Concern,

I am writing on behalf of Turning Point Community Programs (TPCP) in response to the results of the recent RFP process for Child, Youth, and Family Outpatient Mental Health Services, RFP#GSDRFPKK2434. We appreciate the opportunity to participate in this crucial process and the effort Yolo County has put into ensuring the selection of quality service providers. However, we would like to formally request an appeal regarding the decisions made, particularly concerning the FSP and TBS contracts where TPCP was not selected.

Our appeal is based on two main points:

Recognition of Existing Providers: It has come to our attention that the scoring methodology did not account for existing providers who have previously been recognized for their contributions to the Yolo community. TPCP has been an active provider in the community, consistently receiving praise for our services and impactful work in Yolo County. Additionally, the TPCP team brings a wealth of diversity and multilingual professionals able to effectively engage marginalized populations otherwise hesitant to engage in services. The lack of additional consideration for established providers who have demonstrated consistent and effective community engagement undermines the value of proven service and continuity of care, which benefits the community.

Absence of Oral Interviews: The decision-making process was based entirely on the written proposals submitted, without providing an opportunity for oral presentations. The submission of proposals without oral interviews was a change in the county's procurement process several years ago. We believe that oral interviews could have offered significant insights into our commitment, understanding of the community's needs, and our ability to respond dynamically to inquiries that may not be fully captured in written form. This practice is counter to the practice of other counties, especially when there is the chance that a current provider could lose a contract upending services for many vulnerable individuals. We encountered this dynamic firsthand when the adult FSP services went out to bid. New providers were awarded. The existing provider (ourselves) closed valuable services. This change resulted in significant problems to the individuals served in Yolo County when one of the newly awarded providers

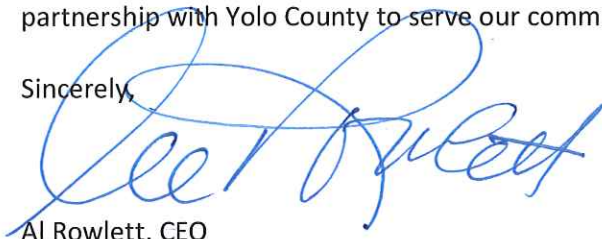
had their contract terminated. This example highlights the potential problematic outcome of this process as this missed step clearly lead to a lack of understanding of each proposer's capability.

As a form of relief from the decision made in the RFP process, we respectfully request that the evaluation and scoring criteria be revised to include additional points for providers who have established a positive track record within Yolo County. Specifically, we ask for a reevaluation of the bids considering the addition of up to 5 points for existing providers who have been recognized for their exemplary service in the community. Furthermore, we seek the opportunity for an oral presentation to demonstrate further our capabilities and commitment, which we believe could influence a reassessment of the initial scoring and potentially alter the award decision in favor of TPCP. This would allow for a more comprehensive evaluation of all proposals, ensuring that the selection process reflects the written submissions and the demonstrable competencies of each proposer.

We are committed to working collaboratively with Yolo County to address these concerns and hope to discuss possible ways forward. Please inform us of the steps necessary to initiate this appeal process.

Thank you for considering our request. We look forward to your response and hope for a continued partnership with Yolo County to serve our community effectively.

Sincerely,



Al Rowlett, CEO
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