

**21-SFY-03**  
**Parent Aide Services**  
**Q & A Document**

1. Q: On page 15, 3.1.B Scope of Work, Outcomes 1. it states, "Describe how you will achieve the 5 (five) outcomes listed in Section 2.3." There are only 3 outcomes listed in section 2.3 on page 10. Please clarify if there should be additional outcomes or 5 was stated incorrectly.  
A: This was stated incorrectly. There are only 3 outcomes to address. An amendment to the RFP has been completed.
2. Q: On page 17 under #4. Proposal submission it states, "Board prefers proposal submissions in electronic format." On page 18, under 5.1 Scoring of Proposals, Phase I. Initial Qualifying Criteria: #2 says "did the proposer submit six paper copies and one original copy of their technical proposal?" Please clarify if one electronic submission is sufficient or if paper copies need to be submitted as well.  
A: This was done in error. Only one electronic submission is required. An amendment to the RFP has been completed.
3. Q: On page 12, section 2.7 Attachments, #2 and #3 list letters of reference. What is the time frame on letters that can be submitted? For example, if we have a letter of reference from March that is applicable to this service, are we able to submit that letter?  
A: The letters of reference need to be written in regard to the current RFP. The letters should be written and dated after the release of the RFP.
4. Q: Can you please define "available" in the requirement that "the agency maintain a pool of trained staff to be available days, evenings and weekends"? Does this mean that set meetings need to be made available during these times or does this require that an on-call, crisis response system be available during these times?  
A: It means that staff are available between 6:00-9:00 p.m., seven days a week at a set schedule. There is no on call service or crisis services. Service hours are planful.
5. Q: Will you consider a program proposal that does not include transportation services?  
A: The Department would consider a program that does not include transportation services but only for trips out of the county. Transportation services are limited in our community so we would always like to have the option available.
6. Q: #4 requires that supervised visitation reports be completed by the 10th of the month. Since most of the identified Families Being Served have children living at home, do supervised visits only apply to "Families whose children are being returned to the home and who require temporary support until the reintegration is complete" (letter i of the list)?  
A: Supervised visitation applies to children who are in the agencies custody as well as to children who are placed in kinship or even from one parent to another. A service provider may be providing in home services as well as supervised visitation at the same time based on the family's needs. Supervised visitation is the most restrictive form of visitation. The end goal is to get the family ready to transition to unsupervised visits and to integrate back into the family setting.

7. Q: For families requiring supervised visits, where are these visits usually held?  
A: Visits are held in the home of a parent or a third party. The agency runs a visitation center so we have no need for visits to be supervised at CCDJFS Campus.
8. Q: Section 5.1. Scoring of Proposals mentions a Technical and Cost Proposal Scoring Sheet. Is an example available for review?  
A: No, the score sheet is developed based on the information provided in the RFP in particular the information that is in the tables of Section 3.
9. Q: Is there a preferred font type and size for proposal submissions?  
A: No.
10. Q: Is a current insurance certificate required for submission along with the proposal?  
A: No, the form Certification of Compliance with County Insurance Requirements is required to be completed.
11. Q: Is this RFP regarding Parent Aide Services only? Homemaker Services are mentioned several times within the RFP.  
A: Yes, the inclusion of Homemaker Services in the RFP was done in error.
12. If subcontractors are not going to be utilized, then does Section 2.6. Subcontractor Identification and Participation Information need to be addressed?  
A: No. If no subcontractors are going to be used, this section does not need to be addressed. Including a statement for clarification that subcontractors will not be utilized would be helpful.
13. Q: Pg. 17 Section 5.1. Scoring of Proposals Phase I mentions proposers need to affirmatively indicate that they are not on the federal debarment list, and that they are fiscally solvent. How would the Department like this addressed in the proposal?  
A: This can be done through a statement in the cover letter and/or where mandatory disclosures are addressed in the proposal.