

## **Supervised Visitation Services RFP #01-CY14**

### **Q & A Document**

**Q1: Can the proposal be submitted electronically?**

A1: Please refer to section 5.1 of the RFP. You must submit 7 hard copies and an electronic version.

**Q2: Has the website for the Q&A document been set up?**

A2: The Q&A document will be posted to the same website as the RFP, [www.clarkdifs.org](http://www.clarkdifs.org)

**Q3: Please expand on the transportation services discussed in Section 3.5 of the RFP. Who contacts the transportation to schedule appointments?**

A3: CCDJFS has the benefit of utilizing the RidesPlus Program if the parent or foster parent is unable to provide transportation to the visitation. If this is the case, the provider should schedule the visitation appointment and contact the CCDJFS worker who made the referral to request transportation. The worker will then set up transportation services with our current provider.

**Q4: How will visitation appointments be scheduled?**

A4: The provider will work with the parents and foster parents to arrange appointments based on their schedules.

**Q5: Is it correct to assume that Section 3.2 #3 is referring to Section 1.8 #1 and #3, but not #2?**

A5: Yes, the summary reports and verification reports are due by the 10<sup>th</sup> of each month for services provided in the preceding month. Progress notes that are specific to each case are due by the end of the week following the week in which services were provided.

**Q6: Will the details of the visitation required by included in the referral from CCDJFS?**

A6: Yes, the referral from CCDJFS will clearly state the number of visitations per week, who should attend the visitations, and the level of supervision required for the visit.

**Q7: Define subcontractor. Are consultants considered subcontractors?**

A7: A subcontractor is considered to be any individual or organization which will work directly on this project but is not an employee of the provider. Yes, a consultant would be considered a subcontractor.

**Q8: What if the provider wanted to change subcontractors or add a new subcontractor in the middle of the contract period?**

A8: The provider would be required to submit a written request to CCDJFS regarding the change. Only upon approval from CCDJFS will the provider be permitted to make such changes.

**Q9: Should the specific sections listed in Section 5.2 be included in the proposal?**

A9: Yes, proposals should be organized by the sections listed in Section 5.2 of the RFP.

**Q10: On page 21 of the RFP, under Methodology, questions #1 and #2 are identical. Is this a typo?**

A10: Yes.

**Q11: Section 5.2 of the RFP states that the County discourages overly lengthy and costly proposals. Please define “overly lengthy”?**

A11: While there is no page requirement, proposals should be limited to the relevant information required by the RFP. Proposals should not include any information that is not related to this program.

**Q12: Please explain Public Records Requests (PRRs).**

A12: As stated in Section 1.9 of the RFP, “Requests from providers for copies of previous RFPs, past provider proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.11, Communication Prohibitions will be honored. The posted time frames for CCDJFS responses to email questions for RFP clarification do not apply to PRRs.”

**Q13: Should it be inferred from Attachment D of the RFP that proposals should include different rates (visitations, cancellations, no shows)?**

A13: Yes.

**Q14: Should Attachment G from the RFP be submitted with proposals?**

A14: No. Attachment G is for reference only and will be the form submitted to the provider for referrals.

**Q15: Please describe the difference between Level One, Level Two, and Level Three.**

A15: As shown on Attachment G of the RFP, a Level One is a case that requires constant supervision, Level Two requires checks every 10 minutes, and Level Three only requires checks every 30 minutes.

**Q16: Who identifies the risk associated with each case?**

A16: CCDJFS will determine the Level for each case and that information will be included in each referral.

**Q17: Are there expectations for security?**

A17: Proposals are not required to address security. However, if a provider has a plan for security in which they wish to inform CCDJFS of, it is welcomed in the Methodology section of the proposal.

**Q18: Who should Public Records Request be submitted to?**

A18: Director, Clark County Department of Job & Family Services, 1345 Lagonda Ave., Springfield, Ohio 45501.

**Q19: Will providers receive a confirmation of receipt of proposals?**

A19: Yes, providers will receive an email notification that their proposal was received by the deadline.

**Q20: Who should providers contact if they are having issues with the CD that contains the budget information?**

A20: Please contact Nikki Weber at [nweber@clarkdifs.org](mailto:nweber@clarkdifs.org) or 937-327-1726.

**Q21: Will the current "community visit location" facility mentioned in Section 3.2 remain as the "community visit location" site for the Supervised Visitation RFP#01-CY14? If so, what are the terms of its availability?**

A21: Section 1.5 of the RFP states "The provider will be expected to provide services, at each site, in the most home-like, family-friendly environment possible that can accommodate multiple families at any given time. At least one community location is required but additional locations are desired (one in Springfield and one in New Carlisle)." No specific location has been predetermined.

**Q22: Regarding the resumes that must be submitted per Section 5.2 SECTION V of the RFP, may providers redact the staff names and other identifying information usually found on resumes and provide titles / position responsibilities instead? This request is to protect staff confidentiality in response to public records requests and with RFP responses from other counties has been permitted.**

A22: No. Section 5.2 SECTION V Personnel states "All proposed key project personnel, including subcontractor staff, must be identified in the proposal. Resumes of all key project personnel are required. Each person's role is to be identified and documented in the following format: a) Name; b) Position with company; c) Role in the project; d) Experience with the specific tasks being proposed; e) Work history on similar projects; and f) Legal Relationship with the Prime Contractor." It also states that providers must "Provide an organizational chart including all the personnel assigned to accomplish the work described in your proposal. Designate the person responsible and accountable for the completion of each component and deliverable of the proposal."

**Q23: There is a reference in Section 3.3 Expected Outcomes, item 2 about "...in-home visits (supervised or unsupervised)..." Please clarify whether it is the responsibility of CCDJFS to provide the in-home visits.**

A23: CCDJFS will provide in-home visits. The outcome is intended to show that the provider provided successful supervised visits that assisted the family to move to less restrictive settings for family visits.

**Q24: Will CCDJFS be providing reports to the Provider on its tracking of outcomes? If yes, how frequently?**

A24: No, the provider is solely responsible for the tracking of outcomes.

**Q25: What means / method will be used to track the Children/Families to enable tracking between the two agencies of the outcomes? (Attachments E, F, and G do not have a data field for a SACWIS# or other identifying number.)**

A25: Child and parent names are the primary identifying data used for referral and tracking purposes. Additional identifiers (e.g, DOB, SACWIS#), may be added to Attachments E, F, and or G at the mutual agreement of provider and Agency at the point of contract.