

Home-based and Homemaker Services RFP #16-SFY-06

Q & A Document

Q1: In Section 2, Subsection 1, Page 7, who will approve the care plans?

A1: The care plan should be developed jointly between Department and Vendor. Vendor should create the plan and develop the goals for the family based on Department's identification of the family's needs. Department will review the plan developed by Vendor and either approve the plan or work with Vendor to modify the plan to ensure it meets the needs as identified by Department.

Q2: Regarding the development of care plans, what is the appeal process should Vendor disagree with Department's decision?

A2: There is no appeal process in place, as a disagreement between Department and vendor has never occurred during the care plan development process. Should Vendor disagree with Department if Department decides to seek modification of the care plan rather than approve it outright, Vendor should work with its Department contact to resolve the issue and come to a mutual agreement. Most issues should be able to be resolved at a team meeting or family stability meeting. If a disagreement still exists, the issue will be escalated to the assigned Family and Children's Services Supervisor, or the Deputy Director for resolution.

Q3: In Section 2, Subsection 1, Page 7, how will the level of service (teaching model or more hands-on) be determined?

A3: The appropriate level of service will be determined on a case-by-case basis, as identified in each family's case and care plans. Some families will require in-depth, hands-on assistance to meet goals, and some may do well with a higher-level instruction and oversight. This determination should be based on the barriers each family faces.

Q4: In Section 2, Subsection 1, Paragraph 3, Page 7, who are the social worker and home-based services supervisors?

A4: The term "social worker" refers to the Family and Children's Services employee who is assigned to the case. The term "home based services supervisor" refers to a staff member of your organization that you have designated to oversee your staff members who are providing the home based services.

Q5: In Section 2, Subsection 2, Page 8, are there many homemaker service providers currently providing these services in Clark County? How often are these services used?

A5: There currently are no vendors providing these services in Clark County. There have been zero hours of this service provided in the last two years.

Q6: In Section 2.2, Subsection 3, how should vendors demonstrate experience?

A6: Experience should be demonstrated through a narrative which outlines the vendor's experience providing similar programs and services. Supporting documentation (such as copies of previous service contracts) should not be included in the proposal.

Q7: Are the Forms attached to the RFP (in Section 8) available in Word format?

A7: Yes, the forms will be provided in Word format to the vendor(s) who are selected for a contract. Additionally, the exact forms are not required to be used and selected vendor is free to make or use its own form(s) so long as they meet the basic requirements intended to be met by the form in question.

Q8: In Section 2.2, Personnel Requirements- Transportation, Page 10, Sub-section 3 (Form 2), do the waivers authorizing transport of children require Department's signature?

A8: No, signatures are only required from the parent/custodian of the child to authorize transport of the child without the parent/custodian present. Vendor can request Department signature on this form, but Department's consent is not required.

Q9: In the chart on Page 10 which details past usage, under total number of clients, does this include both adults being served by Homemakers and families being served by Home-based Services? If so can you specify how many clients were in each category?

A9: The number of total clients served pertains only to clients served through home based FCS cases. There are no adult homemaker services accounted for in either year's numbers. The number of clients served by homemaker services for previous years is zero.

Q10: Similarly, in the chart on Page 10, do the total units reflect units provided to both adults served by homemakers and families served by home based services? If so, can the number of units be broken out for each kind of service?

A10: Same answer as A9; the total units reflect only units provided through Home-based FCS cases. The number of total units for homemaker services in the previous years is zero.

Q11: In chart on Page 10, are units defined as one hour?

A11: Yes, all units are defined as one hour of service.

Q12: In chart on Page 10, the total unit figures for CY '14 are 5160. The units for ½ CY '15 is 230.75. These figures are drastically different. Could you comment on this difference so that we can better estimate personnel needed to fulfill the Department's need?

A12: There is a typographical error in the ½ CY '15 number. It should read 2,307.75. The RFP will be amended to reflect this.

Q13: In Section 2.3, Subsection 6 and similarly in Section 2.5, does the 24-hour written reporting requirement for critical incidents exclude weekends and holidays?

A13: Yes, critical incident forms may be submitted on the next business day if the incident occurs on a weekend or holiday. However, this does not change the one-hour telephone notification requirement, which must be done regardless of day or time of day.

Q14: In Section 2.3, Subsection 9, are the required 90-day reviews documents that will be prepared internally by the selected vendor?

A14: Yes.

Q15: In Section 2.3, Subsection 9, will the 90-day review be on the same schedule as the quarterly reviews conducted by Family and Children's Services?

A15: No. The 90-day reviews for the selected vendor will be scheduled based on the date the case is open with the selected vendor (the date the selected vendor accepts the referral).

Q16: In Section 2.4, are the required outcomes split up for home based and homemaker services?

A16: Yes. Outcome 1 applies to home based services, and progress on this outcome will be monitored by Family and Children’s Services. Outcome 2 applies to both home based and homemaker services. Outcome 3 applies only to home based services. Outcomes 4 and 5 apply only to homemaker services.

Q17: In Section 2.4, Outcome 1, and Section 2.3 Deliverables 4 and 9, does the “10th of each month” requirement refer to calendar days or business days?

A17: Calendar days. For example, the reports for services provided in the month of January are due by February 10th.

Q18: In Section 1.5, will potential proposers be notified when the Q&A Document is posted on the website?

A18: No. Potential proposers will not be notified by email when this document is posted. Potential proposers are encouraged to check the website regularly for posted updates.

Q19: In Section 3.1, Executive Summary, should proposers respond to this prompt with an overview of the organization or a high-level overview of the organization’s approach to this project?

A19: In the Executive Summary, provide a high level overview of your approach, the distinguishing characteristics of your proposal, and the importance of this project to your overall operation. This should be specific to this project. An overview of your organization should be included in the cover letter.

Q20: In Sections 3.2 through 3.6, the prompts are not assigned a letter or number value. Can proposers assign numbers or letters to the prompts and responses to better organize the proposal?

A20: Yes. As long as the prompts follow the order of the RFP, they can be numbered in any format.

Q21: In Section 3.5, what staff members should be included as “key personnel”?

A21: “Key personnel” should include any personnel listed on Submittal A (personnel you are requesting salary reimbursement for), as well as any personnel providing direct service or overseeing the provision of direct service.

Q22: In Section 3.5, Subcontractors Section, it states that “the substitution of one subcontractor for another may be made only at the discretion of Board project manager.” Who is the Board project manager?

A22: The Board of Clark County Commissioners is the contracting authority for the Department of Job and Family Services, so they will have the final say in all decisions involving the substitution of subcontractors. However, most of these decisions are approved by the Job and Family Services Business Administrator, Michael Cooper.

Q23: As a follow-up to Question 22, how long does the approval/denial process take?

A23: Approval or denial is generally given within one week of request. This time period may be longer if there are issues with the substitution (no similarity between subcontractors, etc.). Approval or denial can be expedited to a shorter time period (one business day) if requested by the selected vendor.

Q24: In Section 3.2, Outcomes Section, what outcomes should be included in the response to the first prompt?

A24: For the first prompt, proposers should describe how they will achieve outcomes 2, 3, 4, and 5 listed in Section 2.4.

Q25: In Section 3.6, Payment Schedule, could you clarify how incentives are calculated?

A25: Ten percent (10%) of the total value of the awarded contract will be payable to the selected vendor only if the required outcomes are accomplished. For example, if a vendor is awarded a contract for \$100,000, \$10,000 of the contract will be paid if outcomes are accomplished, and \$90,000 of the contract will be paid based on the unit rate multiplied by the number of units of service provided. The payment schedule prompts ask proposers to assign a percentage value to each outcome. The example listed in the RFP asks proposers to assign a percent value based on a total of 100%. However, 100% of incentive payments is equal to 10% of the total contract value.

Q26: In Section 2.6, there is a 15% cap on administrative expenses. Does this 15% cap apply to the 100% balance of the contract, or the 90% value of the contract payable for direct services?

A26: The 15% cap on administrative costs applies to the 100% contract value.

Q27: Contract monitoring is mentioned in the Sample Contract. Are there written policies about contract monitoring?

A27: Yes. These policies will be posted to the website in the “RFP Related Documents” Section.

Q28: In Section 4, what should be included in the electronic copy of the proposal?

A28: The electronic copy should contain all of the documents submitted in the original hard copy. This includes copies of the audit paperwork and all required forms. We prefer that you submit the Budget Submittals A1-A3 in Microsoft Excel format, responses to Sections 3.2-3.6 in Microsoft Word format, and all other documents in PDF format.

Q29: Are you planning to award more than one contract through this RFP?

A29: Depending on the scoring of proposals received, it is possible that more than one contract will be awarded.

Q30: In Section 3.8, Subsection A(3), what does the term “required certifications” include?

A30: The “Required Certifications” include all required attachments in Section 6, and certain items in Section 3.1 including the Cover Letter, Conflict of Interest and Contract Performance Statements.

Q31: Section 5.6 states, “any potential, or actual, proposer may file a protest on any other matter relating to the process of soliciting the proposals.” What is included in “other matters”?

A31: This language was intended as a “catch-all” provision to include any part of the solicitation process that potential proposers may object to. A protest has never been filed under this provision, therefore specific examples are not available.

Q32: In Section 5.5, how are the “percentage removal rates” listed not a penalty?

A32: In previous contracts, our Agency has incurred damages as a result of invoices submitted late, in some cases months after the end of the contract term. These late submissions caused difficulty with encumbering funds and submitting accurate budget documents which have negatively affected potential future funding. Due to the difficulty of estimating the exact amount of damages incurred by the Department, we ask that our contractors agree to the percentage removals listed as an appropriate means of remedying potential damages incurred. Selected contractors will have the opportunity to negotiate these rates and any other contract terms once the Letter of Intent is issued.

Q33: In Section 3.5, Customer References, could you clarify whether you are requesting only the names and phone numbers for three people who would be willing to serve as a reference about our agency and similar projects it has completed? Is a letter of reference required?

A33: Please submit the names and phone numbers of three references. You can submit a letter of reference if you would prefer, but it is not required.

Q34: In Section 3.5, Customer References, can we provide 5 or 6 names from which list you could pick any three, is this permitted?

A34: Yes. A minimum of three references are required. You may submit additional references if you would prefer.

Q35: In Section 2.0 "Scope of Work", Subsection 1, Paragraph 2, the RFP identifies "monitor visitation" as one of the responsibilities of the home-based provider. Can you clarify? Specifically, does this refer to the structured visitation at the Visitation Center on Saturdays for 4 hours? Or is this "in home" visitation which can be scheduled at the convenience of provider and family being served?

A35: This applies to families typically visiting in their own home or in the community and scheduled at the family and home based provider's convenience. We did have a need last year to utilize home based providers in our visitation center setting and would only see doing that in an emergency. There are rare occasions where families cannot visit in their home or visit in the community and during inclement weather have made

arrangements to utilize the visitation facility but keep their home based provider to supervise those visits.

Q36: Section 2.2, Demonstration of Experience includes a chart that details past usage. Do these numbers include both home based clients AND homemaker clients? If so, can you let us know how many on this list are receiving home-based services vs. homemaker services?

A36: The data included in this chart is only for services provided to home based clients. There are no adult homemaker services accounted for in either year's numbers. The number of clients served by homemaker services for previous years is zero.

Q37: Section 2.3 "Specification of Deliverables", Subsection 2 refers to "Department referrals". Is the provider able to make referrals to the Department of their current clients that would be appropriate candidates for consideration of home based services under this funding?

A37: The term "Department referrals" means the referrals Family and Children Services (FCS) staff send to the proposers. All cases must be open with FCS in order to receive services. Referrals are initiated by FCS staff. If there is a family that has an open case at FCS and needs some other service the team will discuss those needs at a team meeting. To make a report to FCS of suspected child abuse or neglect, please call 937-327-1748 or 1-800-516-3463.

Q38: Section 2.2 Demonstration of Experience, Personnel Requirements, 4(b) requires "written verification of license(s) and/or certification and valid drivers' license, if applicable". What constitutes "written verification?" Do you need a photocopy of certification and valid drivers' license, or is there another type of documentation that will suffice?

A38: A photocopy of the license, certification, or driver's license should be maintained in the staff member's file.

Q39: In Section 5.3, Required Forms, should these documents be appended to the back of the proposal document or should they be included separately in the proposal package?

A39: The signed original copies of the required forms should be included in the original signed copy of the proposal (see Section 4, Proposal Submission). Copies of the forms should be included in the six hard copies and the electronic copy of the proposal.

Q40: Are binder clips an acceptable means of holding the proposal pages together?

A40: Yes.