

Q & A Document

**Q1: In Section 2, Page 7, are you suggesting that evidence-based wraparound principles utilized must tie directly to the National Wraparound Initiative model?**

A1: No. The Department recognizes that other models exist. We are only requiring that services be tied to an established evidence-supported model; National Wraparound Initiative is only provided as an example or available option. It is worth noting, however, that the State of Ohio is currently particularly interested in the National Wraparound Initiative model. Choosing to utilize the National Wraparound Initiative model therefore would best align with the State's objectives and this would be preferred, but it is not required.

**Q2: In Section 2.3, Subsection 5, Page 9, how are ongoing case and services reports to be submitted?**

A2: Reports can be submitted by mail or e-mail.

**Q3: In Section 2.3, Subsection 6, Page 9, is the “team leader” always going to be from Department of Job and Family Services (DJFS) staff?**

A3: Often, but not always. Since wraparound services are so individualized, who the team leader will be will depend on where the referral comes from. If the child being referred is in DJFS custody, then DJFS staff will be designated, but if DJFS is not involved in the referral, then Clark County Family Stability Team or Clark County Family and Children First Council will designate the team leader.

**Q4: Will the Department make a good-faith effort to identify any changes that are made to any documents that are released under the RFP?**

A4: Yes. Any sections that are amended will be included in a Wraparound RFP Amendment document that is posted to the RFP webpage. The changes will be marked in redline, so the changes can easily be identified. *Since no changes were made to this RFP, an Amendment document will not be posted.*

**Q5: Should our CPA’s name be included in our financial statements?**

A5: Yes. As detailed in Section 3.1 on Page 11 in the “Financial Statement” section, a vendor’s most recent audit or financial statement completed by a Certified Public Accountant should be submitted as part of its proposal, and the CPA who completed the documents should be identified on the audit or financial document.

**Q6: In Section 3.5, on page 14, what needs to be included for the customer references; name and phone number or something additional?**

A6: The only information required to satisfy the Customer References section are names and phone numbers of three references.

**Q7: If subcontractor(s) are identified in the proposal as key personnel, then does Section 3.5.1 still apply?**

A7: Yes, Section 3.5.1 still applies. Provide letters from all subcontractors you intend to use as part of your proposal. If your proposal is selected for a contract, you will have an ongoing duty to notify the Department during the contract period if there are any changes or substitutions to the subcontractors used.

**Q8: In Section 3.6, on page 14, is the “Payment Schedule” referring to “incentives?” And if the total contract value is amended or increased at a later date, will the incentive amount stay the same, or also increase?**

A8: Yes. The payment schedule tied to outcomes in this section refers to the 10% of the contract value that will be paid only if the required outcomes are met, to “incentivize” contract performance.

If the total value of the contract increases, the amount of the incentives will also increase to reflect 10% of the total contract value.

**Q9: To clarify, in Section 2.6, page 10, 15% of the awarded contract value will be allowed for administrative costs and 10% will be held until the end of the contract for incentives – leaving 75% of the contract value for actual “on-the-ground” service delivery?**

A9: 10% incentive payment amount is taken off the top of the total contract value first. Up to 15% is then taken from the 90% contract amount. The remaining amount is available for direct and supportive services costs.

Note that 15% for administrative costs does not get “taken off-the-top” of the contract value. This is simply the maximum amount of the contract available to cover administrative costs. A vendor can always spend less than the 15% available for administrative costs, and more on providing direct or supportive service.

**Q10: In Section 4, on page 16, in what formats could a full electronic proposal copy be submitted?**

A10: It is requested, but not required, that a full set of all documents used to create the proposal be sent in different electronic forms, as stated in the chart on page 16. It is requested, but not required, that proposers submit Submittals A1-A3 in Microsoft Excel format, the narrative responses to Sections 3.2-3.6 in Microsoft Word, and all other documents in PDF format. The electronic copy must contain all items submitted with the original paper copy of the proposal.

**Q11: When completing Submittals A1-A3, are there definitions available to help us understand the difference between administrative, supportive, and direct costs?**

A11: Yes. The document entitled “Submittals A1-A3 – Instructions” on our website contains detailed information to help proposers understand how to complete the Submittals and how to determine which costs should be in which categories.

**Q12: In Section 6.4, on page 20, if Attachment D is not applicable to my organization, do I need to submit it with my proposal anyway and just write “N/A” on the form, or can I simply omit it?**

A12: Either is acceptable.

**Q13: Should the proposal follow the outline of the table in Section 3.7, or all of the tables in Section 3, pages 10-15 as previously stated?**

A13: Vendors should structure the proposals according to the tables in Sections 3.1-3.6, and ensure all prompts are answered in the order they appear in the RFP.

**Q14: You previously stated that the Proposal Review Team mentioned in Section 3.8, on page 15, is composed of people from different divisions within the Department and sometimes from people outside of the Department. To whom or what does “BP” refer?**

A14: “BP” stands for “Benefits Plus,” a division within the Department.