

**REQUEST FOR PROPOSALS
SSA/KC 09-001-S
KINSHIP CARE RESOURCE CENTER
QUESTIONS AND RESPONSES
July 9, 2009**

Part 1

1. Question: What is the difference between the Offeror and Contractor? Section 3.4. (p. 30) delineates "Offeror Requirements" and "Contractor Requirements." Are these different entities?

Response: An "Offeror" is the company or individual who responds to a Request for Proposals to obtain goods or services. All potential Offerors shall first meet the Offeror Requirements of Sections 3.4.1. A "Contractor" is the company or individual awarded the Contract resulting from this Request for Proposals. The Contractor recommended for award of the Contract resulting from this Request for Proposals must meet the Contractor Requirements of Section 3.4.2.

2. Question: On page 31, Paragraph 3.4.2.F requires the Contractor to provide transportation assistance in the form of cab vouchers, bus tokens, etc. I didn't see any reference to travel assistance in the budget categories. How is the Contractor paid for providing transportation assistance? How should this be reflected in our financial proposal?

Response: Please list costs associated with providing transportation assistance in Budget Category .10 "Other." You may refer to Section 4.4 of the RFP for information concerning how to prepare the financial volume of your Proposal.

3. Question: On page 32, Paragraph 3.4.2.N refers to having regional support groups as well as having a support group in each jurisdiction? Is there a set definition of "regions" that we should use? Is each local county in Maryland considered a "jurisdiction?"

Response: The Contractor may initiate regional support groups as a progression to a support group in each Maryland jurisdiction or county and Baltimore City. There is not a defined group of regions the Contractor is required to use.

4. Question: Paragraph 3.4.2.C states that the contractor must make available materials for persons coming into the Center. Does DHR expect the contractor to have a physical office facility where people can walk-in during the day to obtain information? (We understand the requirement for accessible meeting space for support groups and training workshops, but we assumed those were “scheduled,” not walk-in, activities.)

Response: Yes, the Contractor must identify a physical office facility that will serve as the centralized location for the Kinship Care Resource Center. This facility shall have space to house staff for day-to-day operations as well as meeting space for a support groups to gather. In some cases, there maybe walk in customers.

5. Question: Is the Center required to mail materials to people who don't wish to access the info through the website? Should these postage costs be included in the budget under “communications?”

Response: It is anticipated that the majority of the Center's customers do not have access to the website, therefore, customers may request that information be mailed. Costs associated with mailing information to customers shall be included in Budget Category .04 Communications, b. Postage (Attachments A-1 and A-2).

6. Question: How are the topics and format determined for the quarterly professional development training for staff? About how many staff are to be trained each quarter?

Response: The Contractor recommended for award shall assess the needs of staff to provide quality customer service to impacted families. The number of staff will be determined by the Contractor.

7. Question: What does DHR think is the minimum acceptable number of members for the Resource Center Advisory Board?

Response: The Contractor should consider an odd number for the Advisory Board for voting decisions requiring a tiebreaker.

8. Question: Paragraph 3.4.2.S requires the contractor to maintain a sufficient number of knowledgeable customer service representatives... How should we determine/define what is a “sufficient number”?

Response: In determining a sufficient number of knowledgeable customer service representatives, the Contractor shall consider what resources are needed in order to satisfy the requirements of this RFP.

9. Question: Per 3.6.C, is there any requirement to provide hard copies of the quarterly newsletter or can it be available only via the website?

Response: It is anticipated that the majority of the Center’s customers do not have access to the website, therefore, the Contractor shall utilize whatever measures are necessary to ensure effective outreach and communication to customers.

10. Question: Per 3.4.2.K, the Resource Center Advisory Board members serve voluntarily without compensation. To encourage participation, can the contractor reimburse board members for out of pocket expenses associated with coming to the meetings?

Response: Generally, travel expenses are reimbursed. This is a policy decision.

11. Question: Does the hiring agreement also apply to MBEs?

Response: Yes.

12. Question: Does the Hiring Agreement apply to prime and subcontractors? Is there a certain percentage or amount that has to be dedicated to the Hiring Agreement?

Response: The Hiring Agreement applies to the prime Contractor. The Hiring Agreement provides that the Contractor and DHR work cooperatively to promote hiring of qualified entry-level Maryland Temporary Cash Assistance recipients to fill entry-level job openings resulting from this procurement. There is no percentage or amount of job openings that must be dedicated to the Hiring Agreement.

13. Question: Do all subcontractors hired have to be a MBE?

Response: No. The Contractor may hire any subcontractor necessary to meet the requirements of this RFP. However, in order to meet the MBE goal, you must use a State certified MBE subcontractor. Any other subcontractor cannot be counted toward the MBE goal. The MBE goal can only be filled through subcontracting.

14. Question: Regarding the evaluation of proposals, you will begin with the technical piece, and then you'll look at the financial piece. If the technical proposal does not meet the criteria that you're looking for, you will not even look at the financial piece? It will be sent back unopened?

Response: That is correct. Please refer to the Evaluation Procedures in Section 5 of the RFP. Vendors whose technical proposals are not accepted will be notified in writing and the financial proposal will be returned unopened.

15. Question: Was there an incumbent to the current contract? And if so, how much was that contract for?

Response: Kinship Care Services were previously provided by Coppin University. The total amount of the Contract was \$486,953.00.

16. Question: Do we have any reference to the metrics involved with the database? Do we know number of records? Do we know the number of gigabytes or anything at all about the actual size of the database or what it is anticipated to be?

Response: As stated in Section 3.4.2.G of the RFP, the database will include but is not limited to the following data elements:

- **basic family demographic information,**
- **services needed and/or requested,**
- **services received,**
- **referral information, and**
- **relationship of caregiver to the child.**

The metrics are currently in a hard copy format. We do not anticipate the size of the database to be large.

17. Question: Can you give some examples of what you have in mind for transportation assistance? Once the budget for transportation is expended, would you expect the bidder to continue to have an open obligation to provide transportation to medical appointments and things?

Response: Some examples of transportation assistance in the rural counties include providing transportation to medical or counseling appointments. In the metropolitan areas, the Contractor may provide cab vouchers or bus tokens to customers.

Providing transportation assistance such as cab vouchers, bus tokens, or van service to referrals, activities and appointments related to the care of the children is a requirement of this RFP (Section 3.4.2). As stated in Section 4.4 of the RFP, your financial proposal should contain all price information for all services and products proposed. The price quoted shall be fully loaded and include all services performed. Fully loaded costs include all direct and indirect costs associated with performing this service.

18. Question: Is the scope of service in this RFP broader than the one that Coppin had?

Response: Yes, the scope of service has changed.

19. Question: What would be DHR's role in conjunction with the Contractor in the development of the website? Would you be anticipating posting this website within your IT infrastructure or outside?

Response: The Department is considering posting this website within its IT infrastructure.

20. Question: Would the vendor have access to any of the written materials or resources of the former Kinship Care Resource Center at Coppin State?

Response: This would be considered a Public Information Act request. As the requestor, you would be required to send a formal written request for the information. The previous incumbent would have the opportunity to remove or redact any information they consider confidential and/or proprietary. The Department reviews the information and a fee of approximately \$.25 per page is assessed to prepare the documents for mailing. The Department has an initial period of 30 days to forward the documents to the requestor, however it may take longer than 30 days to receive the documents.