

**Request for Proposals
Residential Child Care
SSA/RCC 11-001-S
Questions and Responses – Part IV
January 5, 2010**

188. Question: The RFP indicates that all Attachment A should be completed and submitted with the Financial Proposal however; there are certain forms (Attachment A-1-Form E2 & E3 and Attachment A-5) that in the past have required licensing approval prior to the IRC review. Additionally, Attachment A-5 specifies that a signature and the entry of the program's Provider Profile in the online SCYFIS database be done in order for a Budget Package to be considered complete. Can you provide us with a list the specifies what, if any documents need to be submitted with the technical proposal? Also, advise us if these documents will then be sent to the IRC for review.

Response: Submission of a RFP proposal does not require sign-off by the Licensing agency, nor does any document within the budget packet. All documentation will be taken into consideration during the review process and the Licensing agencies will be consulted at that time.

189. Question: Regarding the RFP for RCC programs, do we include the LOI sheets with the "Technical Volume", the "Financial Volume", or both? Please assist as we are unable to determine this based on the information in the RFP.

Response: LOI sheets must be submitted with the financial proposal. The technical proposal must clearly identify the proposed levels of intensity, and may include a copy of the LOI sheets.

190. Question: We have reviewed the Responses to Questions I, II and III posted at eMarylandMarketplace and cannot locate the question or response. Your responses to similar questions have clearly indicated that Type III proposals must be submitted with a diagnostic center. Our specific question is should a diagnostic program which provides Type III services for their clients develop an RFP financial submission that is bundled together with one rate, or should the financial proposals for the Type III and diagnostic programs be distinct and separate?

Response: The Type III School rate is set by the IRC separately from the Residential rate. The financial proposals shall be on separate budget forms and turned in to DHR as specified in this RFP.

191. Question: In the past we always had to have staff changes/job positions approved by Licensing. My understanding from the meeting is that Licensing has

nothing to do with the RFP. Does that mean that we can change the current positions we have in our budgets (i.e. new job descriptions, new positions, deleted positions)?

Response: Yes, budget submissions and staffing pattern changes do not require Licensing approval or sign off. Budgets (costs for services) will be considered as one component of the proposal review process.

192. Question: We currently have 2 operating budgets [REDACTED] both of which are Group Homes. Are we to bid them as one on the RFP? We have 5 group homes licensed – total of 22 beds. Can we bid for more or must we stay within the current number of beds we have licensed?

Response: The agency may choose to submit one proposal per licensed site or combine proposals for multiple programs (see Section 1.1 of the RFP). Offerors may bid for as many beds as will be licensed by July 1, 2010.

193. Question: Resumes: Are we to have a resume that is associated with every person's salary that is in the budget? For example: We have a maintenance department that has a small % of their wages that are distributed to the Juvenile Services budget, should I have resumes for them? We have small amounts of Administrative Staff (H/R, Payroll, Accountants) that are distributed to the budget, should I have resumes for them. And do we need resumes for every direct care worker in the budget?

Response: Please refer to Section 4.3 D of the RFP below:

D. _____ Personnel

This section shall include job descriptions and individual resumes for the personnel who are to be assigned to this project if the Offeror is awarded the Contract. Indicate the role or assignment that each individual is to have in this project. The key personnel identified in the Offeror's Proposal are considered to be essential to the work being performed under this RFP. Prior to diverting any of the specified individuals to assignments other than this project, the Contractor selected shall notify the Department of its intent at least thirty (30) days in advance and shall submit justification, including proposed substitutions, in sufficient detail to permit evaluation of the impact on the project. No diversion shall be made by the Contractor without the written consent of the Department. Replacement of any personnel, including personnel who leave the employment of the Contractor, shall be with personnel of equal ability, qualifications and experience.

194. Question: 3.3 G. Ready by 21 – requires Contractors to “share in the responsibility of ensuring youth receive services to meet identified benchmarks/milestones including but not limited to: education, housing, health/mental

health, employment, financial literacy, self care, family and community Connections and support. What is the scope of this responsibility? What are the limits on this responsibility? Does it include responsibility for any costs associated with providing the services?

Response: The local department has lead responsibility. The benchmark/milestones will be part of the youth's service plan, the provider will have the responsibility in assisting the youth in identifying opportunities to meet the requirements of the service plan and any other responsibilities required in COMAR. Costs over and above those built into a provider's IRC rate should be discussed with the local departments of social services.

Section 3.3C. Cultural and Linguistic Competence – requires that all staff who come in contact with youth must be aware of and sensitive to the child's cultural, ethnic, and “linguistic differences, which may include hearing impaired children.” The Contractor must make efforts to employ or have access to staff in order to minimize the language or cultural barriers and must ensure that each child in care is provided services that address any special language needs and build upon linguistic strengths.

195 A. Question: Linguistic differences are largely unique to a segment of the population for which out-of-home placements are sought and hearing impairments are unique to a very small subset of the population for which out-of-home placements are sought. How are services provided to respond to highly individual needs which may also include services for sight impaired children or children with other functional limitations going to be paid for?

195 B. Question: There are some provisions in this RFP which are abnormal. One of them is there is a requirement for cultural and linguistic competence. There has been an effort to support children in minimally restricted settings by wrapping services around them, rather than placing them in a more restrictive level of care to make sure those service needs are met, and specifically with respect to a need like the hearing impairment or sight impairment. If I read this correctly, any Offeror that gets a contract will be expected to provide those services, and I want to just be clear, if they are not going to include that capability in their programs, that in the event of the need, how then would it be paid for? And let me just add to that, how would be paid for but if it's not Medicaid covered service, for which there is no other source of funding?

Response to 195 A & B: Each case or request will be handled on a case by case basis through collaboration with the local department of social services. Payment arrangements for needed services will be arranged prior to admission to the program.

If there are reasonable and justifiable costs associated with meeting the cultural and linguistic needs of the youth, then costs over and above those built into a provider's IRC

rate should be discussed with the local departments of social services and agreed upon prior to placement if possible.

196. Question: Understanding the Problems section. Can you explain in a little more detail what DHR is looking for in this section?

Response: Section 4.3.C of the RFP requires the Offeror demonstrate that they possess sufficient knowledge of the needs and service requirements of the populations for whom they are offering a response to the RFP and how these will be provided in the context of the requirements of the RFP.

197. Question: What is meant by congregate care facility staff in Section 3.4.2 bullet number 2.

Response: The term “congregate care facility staff” is found at 3.4.A.2 bullet #2. The term includes all staff involved in the direct care of children. The rest of the paragraph includes all administrative and support staff. The intent of the paragraph is that all persons involved are shown.

198. Question: Personnel Section: We provide residential and educational services and have over 150 employees working to provide this service. Not knowing at this time which employee would be working with a DHR funding child, should we sending all resumes we have or should send one resume from the different job categories?

Response: Please refer to Section 4.3.D of the RFP as indicated in Question 193 above.

199. Question: We did not submit for a group home license yet, we are in the process of completing application and proposal for the Department of Human Resources. We currently own and operate three child day care facilities in Prince Georges and Charles counties, in which one is NAEYC accredited. We plan on definitely having our license by July. We have a dynamite program and still want to submit our proposal for this RFQ. Would this be OK to do?

Response: A requirement for contract award is that the program must be licensed by the time of contract award. A program which expects to hold a license by that time is invited to submit a proposal in response to the RFP.

200. Question: Our rates are set the MSDE and the budget is usually due on March 1st. Do we still have to send DHR our budget by February 15th? If yes then would we submit the same format required by MSDE and then DHR will send it to MSDE?

Response: Any proposal completed in response to the RFP must have a completed budget package submitted to DHR by 12 noon on February 15, 2010.

201. Question: I just need clarification about the MBE. In the letter date January 9, 2009 in the four paragraph it states – the Departments have established a MBE subcontracting goal of 5% of the total value of the contract, i.e., 5 % of the actual payments to the contractor over the entire contract term, including option renewal periods. Now in the conference, it was stated that the goal would be 5% of the total contract. The [REDACTED] is contracted for 25 beds, but may only fill 15 beds, are will still required to meet a goal of 5% of the entire contract or 5% of payments received on the contract?

Response: The MBE requirement is 5% of the total contract. Please refer to Section 2.3 of the RFP.

202. Question: The [REDACTED] RCC license is unlimited but our contract for 2010 states 20 beds; can we reduce the number of beds in this proposal? Also our license for Therapeutic Group Home is for 5 beds, can we also reduce the number of beds in this proposal? If we can where in the proposal would we put this information?

Response: An Offeror may propose up to the total number of beds licensed on the date of contract award. If fewer beds are proposed than are licensed, the budget must still be based on the total licensed capacity.

203. Question: The [REDACTED] is certified by MSDE for day program and licensed by DHR for the residential program and we will be submitting one proposal for residential funding under RCC license, is this correct? We do have some students that are funded educationally by DHR, what do we need to submit with the proposal for any educational funding?

Response: Educational slots are not included in this RFP except for the Diagnostic category.

204. Question: Is there a preferred format that the RFP should be written in? For example, do the evaluators want an APA format ? or is there no preference?

Response: Please refer to Section IV of the RFP entitled “Requirements for Proposal Preparation.” You may access the RFP, Amendments to the RFP, Questions and Responses, as well as a transcript from the Pre-Proposal Conference at [emarylandmarketplace.com](http://www.dhr.state.md.us/crfp/ssarcc11001s.php) and enter solicitation number N00SO262279 or the DHR Website at <http://www.dhr.state.md.us/crfp/ssarcc11001s.php>

205. Question: I need an understanding of what response is required on p.57 (Section Three C.2) I'm not sure what the term "deliverables" means and what should be addressed for the two areas specified (ITPs and CANS) Please can you give me clarification on this section.

Response: A deliverable is the completed process and documentation of that process that has been submitted to the agency, i.e. ITP or CANS.

206. Question: Our rates are determined and approved by the MSDE/IRC. We normally submit our annual budget to MSDE beginning of March each year. We currently have a contract with DHR for the five of our eighteen residential students. In reference to the new RFP process, I am not sure how to go about providing necessary information for the requirement.

Response: Any proposal completed in response to the RFP must have a completed budget package submitted to DHR by 12 noon on February 15, 2010.

207. Question: If the offeror proposes to provide Residential Child Care (RCC) at two sites (and currently has two RCC licenses), must two proposals be submitted, or can one Technical Proposal and one Financial Proposal be submitted for both sites?

Response: The agency may choose to submit one proposal per licensed site or combine proposals for multiple programs (Please refer to Section 1.1 of the RFP).

208. Question: We are registered as Residential Services Agency (RSA) Are we qualified to bid on this solicitation. We are interested in bidding for (a) Medically Fragile, (b) Developmentally disabled and (c) Psychiatric Respite. Could you let us know who the incumbents for the above three are? Could you also help us in knowing how much per hour they are charging the State for these services?

Response: A requirement for contract award is that the program must be licensed as a Residential Child Care facility in Maryland by time of contract award. Regarding the remainder of your question, you may submit a Public Information Act request for copies of public records pertaining to the incumbents and the rates charged for their services. The Department has 30 days in which to respond to a Public Information Act request.

209. Question: [REDACTED] has one license covering children and youth between the ages of 2 days to 21 years of age. We are currently contracted to provide the following programs: (1) Prenatal, (2) Teen Parenting and (3) Children's. Does the above statement mean that we are limited to providing services for one (1)

program within the building? Our plan was to submit proposals for teen parents, pregnant teens and DETP for children.

Response: Please refer to Section 1.1 of the RFP. Separate programs may be housed within one building as long as they are separate and distinct programs.

210. Question: Page 58, For Contractors Providing Teen Parent Programs, "Teen Parent Program shall serve no more than 6 pregnant or parenting teens per site." Does this mean the total number of teens within the program, or the total number of DHR youth within the program should not exceed 6 per site?

Response: The program should not exceed 6 pregnant or parenting teens per site

211. Question: If we are currently serving pregnant and parenting teens. Does this mean not more than 6 pregnant and 6 parenting per site, or a combination of not more than 6?

Response: The program should not exceed 6 pregnant OR parenting teens per site.

212. Question: In a large facility such as [REDACTED], if programs are separated by wings or floors, will this impact the decision as to how many can be served within our facility?

Response: Separate programs may be housed within one building as long as they are separate and distinct programs.

213. Question: Can you expand on the RFP's (p.69) Section C regarding Understanding the Problem. I am not sure what is meant by an "analysis of the environment in which the proposed work will be implemented." Are you looking for data that supports the need for the services, the issues of the children who need group home placement, or something else?

Response: Please refer to Question 196 above. Section 4.3.C of the RFP requires the Offeror demonstrate that they possess sufficient knowledge of the needs and service requirements of the populations for whom they are offering a response to the RFP and how these will be provided in the context of the requirements of the RFP.

214. Question: In section D. Personnel, do we need a resume for all positions in the budget to include all individual direct care and support positions such as maintenance and human resources?

Response: Please refer to Section 4.3.D of the RFP as indicated in Question 193 above.

215. Question: Also, in terms of reporting about State contracts, Do we need to report any State contracts with the entire agency (Arc of Washington County, Inc.) or just any State contracts with the Residential Child Care program responding to the RFP (Children's Residential Services)?

Response: Please refer to Section 4.3.E of the RFP, which states in part,

As part of its offer, each Offeror is to provide a list of **all** Contracts with **any** entity of the State of Maryland that it is currently performing or which have been completed within the last 5 years. For each identified Contract the Offeror is to provide:

- The State contracting entity
- A brief description of the services/goods provided
- The dollar value of the Contract
- The term of the Contract
- The State employee contact person (name, title, telephone number and if possible e-mail address)
- Whether the Contract was terminated before the end of the term specified in the original Contract, including whether any available renewal option was not exercised.

216. Question: On page 69 of the RFP Section C it talks about an analysis of the environment. Is this referring the physical environment of the program or the environment in the broader sense of the community and state regarding the needs of youth?

Response: Please refer to Question 196 above. Section 4.3.C of the RFP requires the Offeror demonstrate that they possess sufficient knowledge of the needs and service requirements of the populations for whom they are offering a response to the RFP and how these will be provided in the context of the requirements of the RFP.

217. Question: Clarification on personnel piece - position descriptions and resumes of all or just key employees

Response: Please refer to Section 4.3.D of the RFP as indicated in Question 193 above.

218. Question: We currently are licensed for 24 group home beds. We would like to submit proposals to have both low and high intensity beds, but in total less than 24. Can a single program receive contracts for both low and high intensity beds on the same campus?

Response: An Offeror may propose 2 programs at the same site as long as the programs are separate and distinct. (Please see Section 1.1 of the RFP).

219. Question: Is the Minority Business Enterprise participation based on licensed capacity or the DHR contracted number of beds?

Response: The MBE requirement pertains to Offerors with 25 or more contracted beds.

220. Question: When submitting our budget how do we deal with the beds that will not be included in the RFP? For example; say we want to contract with the state through the RFP for 12 beds, we have a DJS contract and would like to keep 3 beds for that program. This is a total of 15 beds. Do I submit a budget with the RFP that is set for 12 kids or do I set it for 15 and delineate that only 12 beds will be for the RFP?

Response: IRC submissions must be based on the total licensed capacity.

221. Question: In the past we have been licensed and contracted for 24 group home beds. Now that the department is distinguishing between high and low intensity group home beds, how do we prepare a budget if we plan on applying for both high intensity and low intensity under our group home license? The IRC stated that we are to submit one group home budget since the high intensity group home and low intensity group home technically fall under "group home". Do we merge the cost of the two to come up with an average rate?

Response: Proposals offering different programming would require separate technical and financial proposals.

222. Question: For section 4.3 D, who does the department consider "key" personnel? Should this include line staff and PRN staff or can we limit "key" personnel to our management level?

Response: Please see 4.3 D of the RFP. In addition to the Certified Program Administrator, the Offeror shall identify those individuals considered as "key" personnel.

223. Question: If we submit the technical portion of the proposal for fewer beds than our budget breakeven capacity, will this require us to submit a budget based on this proposal? If so this would mean multiple budgets for the same program, correct?

Response: IRC submissions must be based on the total licensed capacity.

224. Question: Do you believe under the State current law to have different standards for two licensees bidding on the same services? If you look at the level of intensity, it's much more stringent for high intensity standards than for regular group homes. So if you just want providers to meet the criteria for a high intensity home, why would you require a higher standard for one program than you would for another program, bidding for the same services; and is that legal to do?

Response: The RFP sets minimum standards for all Offerors.

225. Question: If it is deemed necessary and appropriate to develop customized training programs to enable Temporary Cash Assistance customers to qualify for and secure employment with the Contractor, who is responsible for associated costs including pay for TCA customers while they are engaged in the customized training?

Response: The training program deemed necessary and appropriate for Temporary Cash Assistance customers would be initiated and paid for by the Contractor. Each Contractor decides whether to employ training programs with associated costs.

226. Question: To the extent that a Contractor is required to provide a LDSS with feedback regarding the disposition of LDSS referrals and progress and employment status of those candidates who are hired, and "follow-up and post hire transitional/supportive services" which the Contractor may not provide to other employees, how can the Contractor, prior to meeting this obligation, anticipate and incorporate the cost into their cost proposal.

Response: The Contractor must determine how to incorporate these costs into its Financial Proposal.

227. Question: One last question on hiring folks from the Emergency Cash Assistance, there is a blank where you fill out -- I don't know that a number people, is that a percentage of people referred, and if it's a number, is that just something we make up or is that something to be an expectation that we could get some guidance?

Response: By submitting a Proposal in response to this solicitation, the Offeror agrees to execute and comply with the Maryland Department of Human Resources Hiring Agreement (Attachment R). The Hiring Agreement provides that the Contractor and DHR will work cooperatively to promote hiring by the Contractor of qualified entry-level Maryland Temporary Cash Assistance recipients to fill entry-level job openings resulting from this procurement. Section A.5 of the Hiring Agreement asks the Contractor to identify the number of jobs the Contractor will commit to Temporary Cash Assistance recipients over the course of the contract. Please refer to Section 2.37 of the RFP and the Hiring Agreement packet distributed during the Pre-Proposal Conference for additional information.

228. Question: Will you be issuing responses to the questions that were deferred at the pre-bidder's conference? Should I look for any forthcoming amendments on the DHR website, or will they be emailed to us? Has the deadline for asking questions been extended as a result of the new due date?

Response: Yes, we are issuing answers to all questions received at the Pre-Proposal conference. No deadline has been imposed for asking questions. You may access the RFP, Amendments to the RFP, Questions and Responses, as well as a transcript from the Pre-Proposal Conference at [emarylandmarketplace.com](http://www.dhr.state.md.us/crfp/ssarcc11001s.php) and enter solicitation number N00SO262279 or the DHR Website at <http://www.dhr.state.md.us/crfp/ssarcc11001s.php>

229. Question: I have a question in reference to the RFP. What needs to be in the technical portion of the RFP?

Response: Please refer to Section IV of the RFP entitled "Requirements for Proposal Preparation." You may access the RFP, Amendments to the RFP, Questions and Responses, as well as a transcript from the Pre-Proposal Conference at [emarylandmarketplace.com](http://www.dhr.state.md.us/crfp/ssarcc11001s.php) and enter solicitation number N00SO262279 or the DHR Website at <http://www.dhr.state.md.us/crfp/ssarcc11001s.php>

230. Question: What if reference persons have already sent Letters to Procurement with the Dec 14th date? Would that letter still be acceptable? Or, Should we have those reference persons to redo the letter and put the new due date of Jan14th on the reference letters? Also, can the reference letters be submitted early to procurement--as persons may be available now to write a letter of reference but may be unavailable during the holiday to write the letter?

Response: Provided references meet the requirements of Section 4.3.E of the RFP (as amended by Amendment #3 issued December 18, 2009) it is not necessary to have reference letters reissued. References must arrive to the Procurement Officer by the closing date and time for proposals, January 11, 2010 at 4:00 p.m.

231. Question: With respect to the MBE requirement, is the participation requirement for offerors with 25 or more "contracted beds" or 25 or more "licensed beds"?

Response: The MBE requirement pertains to Offerors with 25 or more contracted beds.

232. Question: Reference Amendment #3, Revise Section 1.1 Summary Statement. May an offeror (one licensed RCC with one location) submit a SINGLE technical proposal for beds in more than one jurisdiction or does it have to submit a technical proposal for each jurisdiction?

Response: Yes, an Offeror will submit a SINGLE technical proposal for the same program with beds in more than one jurisdiction.

233. Question: #2 Reference Questions 108 & 111. While the budget submitted must be on the licensed number of beds in the RCC, may the RCC propose to contract for only some of the beds in this RFP? For example - an RCC with a licensed capacity of 16, only proposes to contract for 6 beds in a single jurisdiction.

Response: Yes

234. Question: Reference Questions 108 & 111. Additionally, may a single licensed RCC in one jurisdiction propose to contract for beds in several jurisdictions. For example - an RCC with a licensed capacity of 16 proposes to contract for 6 beds each in two or more jurisdictions.

Response: Contracts are Statewide contracts and not jurisdiction specific.