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November 5, 2015

Dear Prospective Proposers and Interested Parties:

ADDENDUM NUMBER ONE TO SAFE CHILDREN AND STRONG FAMILIES REQUEST FOR PROPOSALS NUMBER 11-053B

Addendum Number One is issued by the County of Los Angeles Department of Children and Family Services (DCFS) to all holders of the Safe Children Strong Families Request for Proposals (RFP) Number 11-053B. Addendum Number One amends sections of the RFP as provided below. Changes only apply to referenced sections and/or subsections that are amended or deleted; all other sections remain in full affect.

A prospective contractor’s failure to incorporate the requirements of this Addendum Number One may result in their Proposal not being considered, as determined at the sole discretion of the County.

Changes to wording in RFP sections in this Addendum Number One include both deletions and additions. **Deletions** are indicated by strike-outs (~~strike-outs~~) and **additions** are underlined (underlined). Some charts or graphs are replaced in their entirety where indicated due to the difficulty in demonstrating strike-outs and additions.

Following the discussions of RFP section revisions, the basic attachments to this Addendum Number One include:

Attachment I	Timelines For Partnerships for Families and Family Preservation Services
Attachment II	Appendix C2 – Technical Exhibits – Exhibit 7 “Attempted Contact Letter”
Attachment III	Appendix D - Required Forms - Exhibit 5 “ <i>Prospective Contractor References</i> ”
Attachment IV	Appendix D – Required Forms – Exhibit 31 “Partnerships for Families Price Sheet”
Attachment V	Appendix D – Required Forms – Exhibit 32 “Sample Line Item Budget Sheet for FP”
Attachment VI	Appendix D – Required Forms – Exhibit 32-A “Sample Line Item Budget Sheet for PFF”

Attachment VII	Appendix D – Required Forms – Exhibit 33 “Budget Narrative”
Attachment VIII	Appendix O – Family Preservation Pricing Schedule
Attachment IX	Responses to Questions from Proposers

RFP section revisions are listed in sequential order as they appear in the document.

- I. RFP, Section 7.2, **RFP Timetable**, is amended as reflected in attachment I.

- II. RFP, Section 7.7, **Business Proposal Format**, bullet five is added to read follows:
 - Executive Summary should not exceed – 3 pages
 - Proposer’s Qualification should not exceed – 12 pages
 - Proposer’s Approach to Providing Required Services should not exceed – 15 pages for Partnerships for Families; 25 pages for Family Preservation
 - Quality Assurance Plan should not exceed – 5 pages
 - Attachment Section should not exceed – 20 pages

- III. RFP, Section 7.7, **Business Proposal Format**, Note, is amended to read follows:

NOTE: The limitation of 45 pages (for FP) and 35 pages (for PFF) for the business proposal format relates to the four (4) narratives, including the Executive Summary (Section A), the Proposer’s Qualifications (Section B), the Program Approach (Section C), and the Quality Assurance Plan (Section D). ~~Proposer-created forms, diagrams, and other relevant attachments are allowable beyond the 45-page limit (for FP) and 35-page limit (for PFF), and may be attached at the end of each of the four (4) narratives.~~

The attachment section should not exceed 20 pages and may be included after the Quality Assurance Plan at the end of the narrative. All attachments should be referenced in the narrative sections of the proposal. Examples include Memorandums of Understanding (MOUs), letters of support, Proposer-created forms, diagrams, and other relevant attachments are allowable beyond the 45-page limit (for FP) and 35-page limit (for PFF). Formatting requirements do not apply to the Attachment Section.

- IV. RFP, Section 7.7.5.B.4, **Proposer’s Background and Experience for: Partnerships for Families Services (Section B.1)**, is amended to read follows:

Proposers should describe their history of addressing disproportionality issues in their service delivery plan.
Current available DCFS data can be found on the DCFS public website:

<http://dcfs.lacounty.gov/aboutus/factsheets.html>

Additional information regarding disproportionality in Child Welfare can be found on the U.S. Department of Health and Human Services website:

<https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/>

- V. RFP, Section 7.7.5.C, **Proposer's Reference (Section B.2)**, second paragraph, is amended to read follows:

The COUNTY will call Proposer's references, listed on Exhibit 5, Prospective Contractor References, within 5-10 business days after the proposal submission deadline. When contacting a reference, a total of three attempts will be made. Two attempts will be conducted via telephone and the third attempt, if necessary, will be conducted via electronic mail.

- VI. RFP, Section 7.7.5.E.1, **Financial Capability (Section B.4)**, is amended to read follows:

Provide copies of the Proposer's most current and prior two fiscal years (for example: 2014 and 2013) audited financial statements available for the last three years or fiscal periods with the latest not more than 18 months old at the time of submission, which shall be in accordance with the American Institute of Certified Public Accountants listing of General Accepted Accounting Principles. Statements should include the Proposer's assets, liabilities, and net worth. At a minimum and to the extent possible, include the Balance Sheet (Statement of Financial Positions), Income Statement (Statement of Operations), and the Retained Earnings Statement. A Proposer should submit audited (or reviewed by a CPA) statements, if available, to meet this requirement. Do not submit Income Tax Returns to meet these requirements. Financial statements will be kept confidential, if so stamped on each page.

- VII. RFP, Section 7.7.5.E.2, **Financial Capability (Section B.4)**, is amended as follows:

List of commitments and potential commitments on Required Form – Exhibit 15 "List of Proposer's Commitments" which ~~that~~ may impact assets, lines of credit, guarantor letters, etc., or otherwise ~~and that~~ may affect the Proposer's ability to perform the Contract.

- VIII. RFP, Section 7.7.6. **Proposer's Approach to Provide Required Services for Family Preservation (Section C)**, is amended to read as follows:

7.7.6.2.1. Address issues related to disproportionality in the service delivery plan within the target population to be served with open DCFS referrals;

Current available DCFS data can be found on the DCFS public website:

<http://dcfs.lacounty.gov/aboutus/factsheets.html>

Additional information regarding disproportionality in Child Welfare can be found on the U.S. Department of Health and Human Services website:

<https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/>

- IX. RFP, Section 7.7.7, **Proposer's Approach to Provide Required Services for Partnerships for Families (Section C)**, is amended to read as follows:

7.7.7.2 How they will address issues related to disproportionality within the target population to be served with open DCFS referrals.
Current available DCFS data can be found on the DCFS public website:

<http://dcfs.lacounty.gov/aboutus/factsheets.html>

Additional information regarding disproportionality in Child Welfare can be found on the U.S. Department of Health and Human Services website:

<https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/>

- X. RFP, Section 7.7.7, **Proposer's Approach to Provide Required Services for Partnerships for Families (Section C)**, is amended to read as follows:

7.7.7.5 Describe their plan to deliver psychotherapy including appropriate ~~and~~ staff requirements;

- XI. RFP, Section 7.7.8, **Proposer's Quality Assurance Plan (Section D)**, Subsection 7.7.8.5 is added to read as follows:

7.7.8.9 Proposer's Green Initiatives

Present a description of proposed plan for complying with the green requirements as described in Section 11.0 of the Family Preservation SOW and Section 19.0 of the Partnerships for Families SOW. Describe your company's current environmental policies and practices and those proposed to be implemented.

- XII. RFP, Section 7.7.8, **Proposer's Quality Assurance Plan (Section D)**, Subsection 7.7.8.9 is added to read as follows:

7.7.8.9 Proposer's Green Initiatives

Present a description of proposed plan for complying with the green requirements as described in Section 11.0 of the Family Preservation SOW and Section 19.0 of the Partnerships for Families SOW. Describe your company's current environmental policies and practices and those proposed to be implemented.

XIII. RFP, Section 7.7.8, **Proposer's Green Initiatives**, is amended to read as follows:

7.7.9 Proposer's Green Initiatives Intentionally Left Blank

~~Present a description of proposed plan for complying with the green requirements as described in Section 11.0 of the SOW. Describe your company's current environmental policies and practices and those proposed to be implemented.~~

XIV. RFP, Section 7.7.11, **Business Proposal Required Forms (Section F)**, is amended to read as follows:

i. Business Proposal Required Forms (Section F)

Proposal shall include all completed, signed, and dated forms identified in Appendix D - Required Forms, as follows:

- Exhibit 1 Proposer's Organization Questionnaire/Affidavit – This form should be included only once as indicated under the content and sequence of the proposal in RFP, Section 7.7, Business Proposal Format.
- Exhibit 2 Transmittal Letter - This form should be included as indicated only once under the content and sequence of the proposal in RFP, Section 7.7, Business Proposal Format.
- Exhibit 3 Certification of "No Conflict of Interest"
- Exhibit 4 Offer to Perform and Acceptance of Terms and Conditions
- Exhibit 5 Prospective Contractor References - This form should be included only once as indicated in RFP, Section 7.7.5.C, Proposer's Reference (Section B.2).
- Exhibit 6 Prospective Contractor List of Contracts -This form should be included only once as indicated in RFP, Section 7.7.5.C, Proposer's Reference (Section B.2).
- Exhibit 7 Prospective Contractor List of Terminated Contracts
- Exhibit 8 Intentionally Omitted
- Exhibit 9 Familiarity of County Lobbyist Ordinance Certification
- Exhibit 10 Intentionally Omitted
- Exhibit 11 LAC/CBE Sanctions
- Exhibit 12 Proposer's EEO Certification
- Exhibit 13 Attestation of Willingness to Consider GAIN/GROW Participants

- Exhibit 14 County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception
- Exhibit 15 List of Proposer's Commitments
- Exhibit 16 Sample Board of Directors Resolution
- Exhibit 17 Agency Involvement in Litigation and/or Contract Compliance Difficulties
- Exhibit 18 Revenue Disclosure (non-public Proposer) – Proposer should include all revenue sources which are not listed as part of Exhibit 6 "Prospective Contractor List of Contracts" such as fundraising, grants, revenues from investments, etc.
- Exhibit 19 List of Current Members of Board of Directors/Other Agencies
- Exhibit 20 Proposer's Certification of Ownership and Financial Interest
- Exhibit 21 List of Subcontractors
- Exhibit 22 Audited Financial Statements - This form should be included only once as indicated in RFP, Section 7.7.5.E, Financial Capability (Section B.4).
- Exhibit 23 Proof of Insurability
- Exhibit 24 Organizational Data – should include the agency's organizational chart with the organization's executives, Contractor's Program Manager, and staff anticipated to work in this contract. Prospective contractor shall include copies of job descriptions for each staff position anticipated to work under the contract.
- Exhibit 25 Secretary of State Filings – Statement of General Information
- Exhibit 26 Copies of all licenses, certifications, and permits – Proposer should include business licenses and permits.
- Exhibit 27 Charitable Contributions Certification
- Exhibit 28 Certification of Compliance with the County's Defaulted Property Tax Reduction Program
- Exhibit 29 Transitional Job Opportunities Preferences Application

All information contained in proposals is subject to public disclosure under the Public Records Act. Proposers are advised to redact all personal information, such as home addresses and personal phone numbers of Proposer's staff, from copies of all licenses, certifications, permits, Board resolutions, resumes, etc.

XV. RFP, Section 7.8 **Cost Proposal Format**, is amended to read as follows:

7.8 Cost Proposal Format

The Cost Proposal must be clearly labeled by indicating the name of the organization and the geographic catchment or Service Planning Area it's being submitted for to reflect content and service levels as appropriate.

The content and sequence of each proposal must be as follows:

Cover Page	Identify, at a minimum, the RFP, the Proposer's name, and the Program type and service area
Exhibit 30	Certification of Independent Price Determination and Acknowledgement of RFP Restrictions
Exhibit 31	Price Sheet (<i>for PFF only</i>)
Exhibit 32	Sample Line Item Budget FP
<u>Exhibit 32-A</u>	<u>Sample Line Item Budget for PFF</u>
Exhibit 33	Budget Narrative

NOTE: All amounts in the Line Item Budget should be rounded to the appropriate whole number (e.g., \$10.15 should be shown as \$10.00, or \$10.80 should be shown as \$11.00).

XVI. RFP, Section 7.10 **Proposal Submission**, is amended to read as follows:

All proposals ~~shall~~ should be firm offers and may not be withdrawn for a period of 18 months ~~one hundred eighty (180) days~~ following the last day to submit proposals.

XVII. RFP, Section 8.4.1, **Proposer's Qualifications (30% of Total Possible Points)**, Subsection 8.4.1.2, is amended to read as follows:

Proposer will be evaluated on the verification of references provided in Section B.2 of the proposal. Proposers are allowed to use their contracts with other COUNTY Departments, local, State, and Federal resources as references for this RFP. However, Proposers are **not allowed** to use their contracts with DCFS as a reference for this solicitation. In addition to the references provided, a review will include the County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on COUNTY or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions.

XVIII. RFP, Section 8.5.1, **Breakdown of Total Possible Points (for FP ONLY)**, is amended to read as follows:

The evaluation of a Cost Proposal consists of evaluation of the line item budget and

budget narrative (20%). Points for all criteria evaluated will be used to determine the overall score of a Cost Proposal. Proposer shall not go above the ranges listed in page 5 of the RFP, "Range of Contract Awards and Funding Allocations Per Category." Proposer should submit a line item budget and budget narrative, which reflects the capacity of their agency in providing services as delineated in the FP SOW.

- XIX. RFP, Section 8.5.2, **Breakdown of Total Possible Points (for PFF ONLY)**, is amended to read as follows:

Evaluation of the Cost Proposal for PFF is divided into two parts: (1) evaluation of the number of families served (45% 10%); and (2) evaluation of the line item budget and budget narrative (5% 10%). Points for all criteria evaluated will be combined to determine the overall score of the Cost Proposal. Proposer shall not go above the funding allocations listed in page 5 of the RFP, "Range of Contract Awards and Funding Allocations Per Category." Proposer should submit a line item budget and budget narrative, which reflects the capacity of their agency in providing services as delineated in the PFF SOW.

- XX. RFP, Section 8.5.2.2, **Evaluation of Line Item Budget and Budget Narrative**, Section 8.5.2.2.3, is added as follows:

8.5.2.2.3 The Budget Narrative, explanations and descriptions of costs within each category of services, will be scored based on Proposers demonstration of how the cost will fulfill the requirements of the PFF Contract and how well the budget narrative supports the Proposers projected number of families to be served, as stated in the line item budget and Price Sheet.

- XXI. RFP, Section 8.5.2.2, **Evaluation of Line Item Budget and Budget Narrative**, Section 8.5.2.2.3.1 is added as follows:

8.5.2.2.1 Instructions for completing Required Forms Exhibit 33 – Budget Narrative (PFF ONLY)

Provide a thorough and clear explanation for how the projected number of families to be served, as stated in the line item budget and Price Sheet, was derived.

Appendix A1, Sample Contract – Family Preservation

- XXII. RFP, Appendix A1, Sample Contract - Family Preservation Services - Section 9.0 **Unique Terms and Conditions**, Subsection 9.2 is amended as follows:

Appendix A1 – Sample Contract
9.0 UNIQUE TERMS AND CONDITIONS
9.2 Hours of Operation

CONTRACTOR shall be available to provide the services defined through Exhibit A (Appendix B1 to the RFP), Family Preservation (FP) SOW, twenty-four (24) hours a day, seven (7) days per week, to meet the needs of families served. CONTRACTOR shall provide the name and phone number of contact person(s) for services after normal business hours, to address any emergent client need.

CONTRACTOR shall adhere and be available to the following hours of operations for during the following normal business hours:

- FP Assessment Services
 - Monday through Friday, 8:00 a.m. to 8:00 p.m.
 - Saturday OR Sunday, 9:00 a.m. to 1:00 p.m.
- FP Assessment Services – Emergency Response Command Post
 - Monday through Friday, 5:00 p.m. to 9:00 a.m.
 - Saturday, Sunday, and COUNTY approved holidays, 24 hours
- FP Intervention Services
 - Monday through Friday, 8:00 a.m. to 8:00 p.m.
 - Saturday OR Sunday, 9:00 a.m. to 1:00 p.m.

CONTRACTOR does not need to have their office open on the weekend hours but shall have all service staff available to accommodate clients' availability and schedules. To modify the hours of operation, CONTRACTOR must submit a written request and obtain approval for this request, from the COUNTY Program Manager before any modification to the hours of operation are made.

XXIII. RFP, Appendix B1, Statement of Work - Family Preservation Services – **Contractor's General Responsibilities**, Subsection 3.1 is amended as follows:

- 3.1 As required in Appendix A1, Sample Contract, Section 7.0, Administration of Contract – CONTRACTOR, CONTRACTOR shall designate a CPD to be responsible for the daily management of the Contract operations and overseeing the work to be performed by CONTRACTOR as defined in this Statement of Work (SOW). CONTRACTOR shall be responsible to ensure that all services outlined in the SOW will be available to address the regional office needs, except where exceptions are noted. The CPD is identified in Exhibit F, CONTRACTOR's Administration.

XXIV. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.3 Alternative Response**, is amended as follows:

7.3 ALTERNATIVE RESPONSE SERVICES (ARS)

ARS is for families that have an inconclusive or substantiated disposition with low-to-moderate SDM risk of child abuse or neglect allegation who are in need of

support services. ARS are short-term (maximum of 90 days), family centered services or resources that assist families by strengthening the family functioning while keeping children safe. In addition, they are designed in the effort to prevent future removal of the child(ren) from the home. Services are comprehensive and family-focused to fit the individual needs of each family. In some instances, DCFS may refer again those families that have already received services if a new referral has been assessed as inconclusive or substantiated low-to-moderate risk. Once the prior 90 days of ARS has been completed and closed, a subsequent referral to ARS can be made. ARS is not available for Probation youth.

ARS may include the following:

- Multidisciplinary Case Planning Committee (MCPC) meeting or equivalent;
- ~~Four~~ Weekly In-Home Outreach Counselor (IHOC) visits;
- Supplemental services; and
- Linkage services.

XXV. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.3.2 Alternative Response**, Subsection 7.3.2 is amended as follows:

7.3.2 If FP Assessment Services were provided, the CONTRACTOR that conducted the assessment, unless otherwise clinically indicated, shall provide the FP Intervention Services. The CONTRACTOR, after consulting with the Clinical Supervisor, shall inform the COUNTY Designee as soon as practically possible so that an alternative plan for the family can be created. Reasons for assigning another CONTRACTOR need to be documented. If the CONTRACTOR is not available to take the case, this needs to be documented on the ARS referral form (Form 800, Appendix C1 - Technical Exhibit 1).

XXVI. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.3 Alternative Response Services (ARS) Multidisciplinary Case Planning Committee (MCPC)**, Subsection 7.3.7.3 and 7.3.7.7 are amended as follows:

7.3.7 Alternative Response Services (ARS) Multidisciplinary Case Planning Committee (MCPC)

MCPC is a planning committee composed of the referred family, IHOC, ~~GPD~~/Clinical supervisor, informal support proposed by family and the CSW when possible, to develop a service plan to address the family's needs. In the event that the Clinical Supervisor cannot attend the MCPC, a licensed staff who has knowledge of the particular case may temporarily take their place. This service plan may include other SCSF contracted services and/or linkage services. CONTRACTOR will engage family in the case planning process consistent with DCFS Shared Core Practice model, Appendix C1 - Technical Exhibit 9, and actively participate as a team member.

7.3.7.3 CONTRACTOR shall complete the FAF assessment tool within 15 days of the initial home visit. CONTRACTOR shall convene an initial

MCPC meeting within five days after the completion of the FAF to incorporate the findings of the FAF assessment into the service plan.

CONTRACTOR may develop a "Preliminary" MCPC Plan prior to the completion of the FAF assessment and MCPC convening if in the course of the case an immediate need is identified which may be addressed by Supplemental Services. After the MCPC, the initial MCPC plan shall be created to include the MCPC and FAF findings.

- 7.3.7.7 CONTRACTOR is responsible for ensuring that a copy of the ARS MCPC Service Plan Agreement is provided to community partner(s) listed on the service plan, and the family at the conclusion of each meeting, or as soon as practically possible if the meeting took place in a location where photocopy equipment is not available.

Another MCPC Service Plan Agreement shall be created if any changes are made in the frequency of services subsequent to an ARS MCPC Service Plan meeting and all participants and children over the age of 10 shall sign the new agreement.

XXVII. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4 Open DCFS/Probation Cases** is amended as follows:

7.4 OPEN DCFS/PROBATION CASES

DCFS/Probation FP services will be provided for families with moderate to high risk when they are referred and when any of the following conditions apply:

XXVIII. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4.6 DCFS/Probation Multidisciplinary Case Planning Committee (MCPC)**, Subsections 7.4.6.3 and 7.4.6.9 are amended as follows:

7.4.6 DCFS/Probation Multidisciplinary Case Planning Committee (MCPC)

MCPC is a planning committee composed of the referred family, IHOC, ~~GPD~~/Clinical supervisor, informal support proposed by family and the CSW when possible, to develop a service plan to address the family's needs. In the event that the Clinical Supervisor cannot attend the MCPC, a licensed staff who has knowledge of the particular case may temporarily take their place. This service plan may include other SCSF contracted services and/or linkage services. CONTRACTOR will engage family in the case planning process consistent with DCFS Shared Core Practice model, Appendix C1 - Technical Exhibit 9, and actively participate as a team member.

- 7.4.6.3 CONTRACTOR shall complete the Family Assessment Form (FAF) assessment tool within 25 days of the initial home visit. CONTRACTOR shall convene an initial MCPC meeting within five days after the completion of the

FAF to incorporate the findings of the FAF assessment into the service plan. The plan shall be signed by all MCPC participants.

CONTRACTOR may develop a "Preliminary" MCPC Plan prior to the completion of the FAF assessment and MCPC convening if in the course of the case an immediate need is identified which may be addressed by Supplemental Services. After the MCPC, the initial MCPC plan shall be created to include the MCPC and FAF findings.

7.4.6.9 CONTRACTOR shall, at 75 - calendar day intervals after the initial MCPC, conduct MCPC meetings and document ongoing assessments and the family's progress toward achieving their goals as identified in their prior case plan. In emergencies, to meet the 75-day requirement, the CONTRACTOR may conduct MCPC meetings, by conference call, if all required parties are involved. Families must be present at the agency location during the call. A new updated MCPC Plan Agreement shall be developed at subsequent MCPC meetings. CONTRACTOR to follow the same protocol outlined above for each new MCPC meeting.

XXIX. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4.8 Intensive Family Preservation (IFP)** Subsection 7.4.8.1.1 is amended as follows:

7.4.8 Intensive Family Preservation (IFP)

7.4.8.1 Along with the FP Intervention base rate services, CONTRACTOR shall provide the following supplemental FP services to families assessed at the TDM/CFT/MCPC meeting(s) identified as needing IFP services:

7.4.8.1.1 IHOC and T&D services shall not be performed consecutively within one business day, for example, two IHOC visits shall not be made on the same day or days following each other. This rule does not apply when an extra IHOC and/or T&D visit is made on the day following an absence. CONTRACTOR shall make every effort to accommodate the family's schedule for the visits, including early mornings, evenings and weekends.

XXX. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4.9 Excused Absences – DCFS/Probation FP Cases** is amended as follows:

7.4.9 Excused Absences – DCFS/Probation FP Cases

An absence is considered excused when the CONTRACTOR has been notified 24 hours or more, in advance of a scheduled visit. In addition, a CONTRACTOR may consider an absence excused if given less than 24-hours notice if the absence is due to documented unforeseeable circumstances, such as family

illness; however, CONTRACTOR will still be responsible for contacting the assigned CSW, or if CSW is unavailable, the SCSW to obtain approval of excused IHOC visits. CONTRACTORS shall make reasonable efforts to make up an excused visit.

7.4.11 Supplemental Services

CONTRACTOR shall provide and be available, on a case-by-case basis, directly or through a Subcontractor, supplemental services that target the needs of the family. Billing for supplemental services shall follow the guidelines set forth in Appendix A1, Sample Contract, Subsection 5.6.

7.4.11.3 Supplemental Services include, but are not limited to:

b. Counseling:

Face-to-face meetings/and interventions by a counselor who utilizes coaching strategies with clients an individuals, couple, family or group to identify, assist and refer for treatment (as needed) for the following: 1) relational and situational issues family problems; 2) identify substance abuse and refer for treatment; 3) address and treat domestic violence or anger management issues; and 4) help identify 3)-personal, vocational, and educational goals.

The IHOC shall not provide counseling to MCPC Service Plan participants assigned to their caseload. These services shall be provided by, 1) a Licensed Clinical Social Worker (LCSW) with a current license from the California Board of Behavioral Sciences; or 2) a Licensed Marriage and Family Therapist (LMFT) with a current license from the California Board of Behavioral Sciences; or 3) a licensed Psychologist with a current license from the California Board of Psychology; or 4) a Master's/Doctoral level registered Intern under Clinical Supervision by a LCSW, LMFT, or licensed Psychologist.

Anger Management and Domestic Violence services may be provided, at a minimum, by a Masters level staff who holds a certificate in the areas of treatment.

I. Deaf/Interpretive Services:

CONTRACTOR shall purchase and be reimbursed for deaf/interpretive services. ~~CONTRACTOR shall submit an Expense Claim for Auxiliary Fund Reimbursement, Appendix C1 - Technical Exhibit 18. CONTRACTOR shall be responsible for providing all necessary documentation for the purchase and reimbursement of deaf/interpretive services. Refer to Appendix A1 - Sample Contract, Section 5.10.2, page 12.~~

For ARS cases, CONTRACTOR may utilize Discretionary Funds. Refer to Appendix B1 – Statement of Work, Section 7.4.14, page 32.

XXXI. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4.12 Therapeutic Day Treatment (TDT) – Probation Cases** is amended as follows:

7.4.12 Therapeutic Day Treatment (TDT) - Probation Cases

The primary case management focus for Probation TDT cases will be education advocacy, enrollment, academic performance, credit recovery, and school behavior. TDT is not mandatory.

XXXII. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4.13 Auxiliary Good and Services/Items**, Subsection 7.4.13.3 and 7.4.13.4 are amended as follows:

7.4.13.3 When requesting rental assistance, CONTRACTOR shall obtain and submit to the CSW written documentation of the following:

- c. A W-9 form with the corresponding taxpayer ID, complete address, and telephone number of the owner listed on the lease/rental agreement. If the W-9 form cannot be obtained, CONTRACTOR to provide the taxpayer ID, address, telephone number of the owner listed on the lease/rental agreement; and

7.4.13.4 When requesting funds for the purchase of clothing/other items that are to be paid with a COUNTY issued check, the following items are required: (a) the vendor's W-9 form with corresponding taxpayer ID, and (b) an itemized list of items being requested (for large retailers such as Target or Walmart please go to their website and create an online shopping cart with the items, allow the website to generate the tax and total, print said list and attach to the request).

If the W-9 form can't be obtained, CONTRACTOR to provide the taxpayer ID, address, telephone number of the vendor.

XXXIII. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 7.4.14 Discretionary Funds** is amended as follows:

7.4.14 Discretionary Funds

CONTRACTOR may use up to five percent (5%) of their total fiscal year allocation amount toward discretionary funds. CONTRACTOR shall obtain prior written approval from the CPM for any discretionary expenditures estimated to be in excess of two thousand, five hundred dollars (\$2,500) for any individual item,

event, activity or service (Referenced in Appendix A1, Sample Contract, Subsections 5.6.2 & 5.6.3).

COUNTY has the right to review and approve all requests. Discretionary fund items and services may be utilized for FP Intervention Services and shall target the needs of the family to assist the family in meeting their MCPC goals and promote the return of the children to the home or prevent removal from the home. CONTRACTOR shall provide clear explanations for items purchased, when requested by CPM.

XXXIV. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 8.5 Case Records**, Subsection 8.5.1 is amended as follows:

8.5 CASE RECORDS

8.5.1 CONTRACTOR shall maintain case records on each client and family served. Case records must be hard copies, documents from the FAF program and DCFS approved forms. CONTRACTOR has the discretion to use Electronic Case Records or other tools of their choosing in addition to the mandatory requirements. Case records shall include, but not be limited to:

8.5.5 CONTRACTOR shall obtain all required signatures of case participants. Children age 10 and above shall sign all relevant forms. However, CONTRACTOR shall evaluate the capacity and ability of children to understand and sign the forms and document their decision on the relevant forms.

XXXV. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 9.0 Staffing**, Subsection 9.15, 9.16 and 9.17 are amended as follows:

9.3 Service Delivery: CONTRACTOR shall ensure all professional and paraprofessional staff and volunteers providing program services are able to provide services in a manner that effectively responds to differences in cultural beliefs, behaviors and learning, and communication styles within the community. CONTRACTOR provides services. Best efforts shall be made regarding eliminating Racial Disparity and Disproportionality concerns and full adherence to the Core Practice Model.

9.15 Intern: A student in a Bachelors or Master's program in the field of Social Work or related field, being supervised by a Masters or higher level staff to complete the requirement for an educational degree or to gain work experience. professional staff.

9.16 Registered Intern: A student who holds a Master's degree or higher in Social Work or related field under the supervision of a Licensed Clinical Social Worker

(LCSW), or Licensed Marriage and Family Therapist (LMFT), or Licensed Psychologist AND registered with the Licensing Board applicable to the field of study.

- 9.17 Teaching and Demonstrating (T&D) Homemaking Staff: Teaching and Demonstrating (T&D) Homemaking Staff shall be, at a minimum, one of the following: 1) a Case Aide, or 2) an Intern.

XXXVI. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section 9.18 Staff Training, Records and Reporting**, Subsection 9.18.1 and 9.18.4 are amended as follows:

9.18 STAFF TRAINING, RECORDS AND REPORTING

~~9.18.1 CONTRACTOR shall train all professional and paraprofessional staff, registered interns and volunteers providing program services within 45 business days for full-time staff and maximum of three months for part-time staff, from their start date. This training shall consist of a minimum of 40 hours to include: 1) identifying child safety issues (including domestic violence, substance abuse and mental health issues); 2) instructing staff and volunteers in mandated reporting requirements; 3) working with families affected by abuse and neglect; 4) learning methods of identifying and building family strengths; 5) helping parents build on their own skills and confidence; 6) promoting positive parent-child and family interaction; 7) learning record keeping procedures, documentation and accurate completion of the Family Assessment Form (FAF); 8) linking families to community services and resources; and 9) role and participation in the MCPC process.~~

9.18.1 CONTRACTOR shall train all professional and paraprofessional staff, case aid, registered interns, interns and volunteers providing program services within 45 business days for full-time staff. Part time staff may have a maximum of three months from their start date to complete the 40 hours training. Students working toward their school internship hours may apply relevant training hours obtained, within 6 months prior to the start of the internship, toward the mandatory 40 hours training within 45 days.

Training shall consist of a minimum of 40 hours to include, but not limited to: 1) identifying child safety issues (including domestic violence, substance abuse and mental health issues); 2) instructing staff and volunteers in mandated reporting requirements; 3) working with families affected by abuse and neglect; 4) learning methods of identifying and building family strengths; 5) helping parents build on their own skills and confidence; 6) promoting positive parent-child and family interaction; 7) learning record keeping procedures, documentation and accurate completion of the Family Assessment Form (FAF); 8) linking families to community services and resources; 9) role and participation in the MCPC process; and 10) DCFS Core Practice Model.

9.18.4 CONTRACTOR's Program Manager and Clinical Supervisor, or their designee, shall attend a mandatory orientation that shall be provided by COUNTY within 30 days of the Contract start date. CONTRACTOR shall be notified at least two weeks in advance of the date, time and location of the orientation. CONTRACTOR shall ensure that all Subcontractors attend this mandatory orientation as well.

XXXVII. RFP, Appendix B1, Statement of Work - Family Preservation Services - **Section D – Performance Outcome Measures** is amended as follows:

Performance Outcome Measures Assessment Services chart is deleted in its entirety.

An evaluation committee will be formed to address DCFS outcomes that would be most appropriate to measure FP Assessment Services.

Appendix B2, Statement of Work - Partnerships for Families

XXXVIII. RFP, Appendix B2, Statement of Work – Partnerships for Families (PFF) - **Section 7.0 HEALTH, PARENTING, AND/OR OTHER EDUCATION PROGRAMS OR RESOURCES**, is amended to read as follows:

7.1.4 ~~Family~~Financial literacy; and

XXXIX. RFP, Appendix B2, Statement of Work – Partnerships for Families (PFF) - **Section D _ Performance Outcome Summary** Section Goal: Safety OUTCOME INDICATOR **Number 2** is amended to read as follows:

~~2. The percentage of families involved in resulting generation of emergency response referrals. The percentage of families included as the subject of a child abuse and/or neglect referral.~~
2. The percentage of families included as the subject of a child abuse and/or neglect referral.

XL. RFP, Appendix C1, Technical Exhibits – Family Preservation - Technical Exhibit 31, “Definitions” has been amended as follows:

Disproportionality - The ratio of the percent of persons of a certain race or ethnicity in a target population (e.g., children who are substantiated for maltreatment) to the percentage of persons of the same group in a reference (or base) population. The reference population can refer to the overall population (unconditional), such as the County of Los Angeles, or the population who experiences a specific decision point (conditional), such as the Child Welfare System. It is argued that disproportionality is a function of disparities (unequal treatment when comparing a racial or ethnic minority to a non-minority), particularly in the entries and exits of children in the child protection and child welfare system (Excerpts taken from <http://cssp.org>). For specific information

about disproportionality, refer to <https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/> and <http://dcfs.lacounty.gov/aboutus/factsheets.html>.

- XLII. RFP, Appendix C2, Technical Exhibits – Partnerships for Families - Technical Exhibit 7, “Attempted Contact Letter” has been replaced in its entirety; please refer to Attachment II to this Addendum One.
- XLIII. RFP, Appendix C2, Technical Exhibits – Partnerships for Families -Technical Exhibit 16, Definitions, page 56, is deleted in its entirety as follows:

~~**In Home Outreach Counselor (IHOC)** - shall be defined as a Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), or a Licensed Clinical Psychologist with a current license from the California Board of Behavioral Sciences.~~
- XLIV. RFP, Appendix D, Required Forms - Exhibit 5, “Prospective Contractor References” has been replaced in its entirety; please refer to Attachment III to this Addendum One.
RFP, Appendix.
- XLV. RFP, Appendix D, Required Forms – Exhibit 31 “Partnerships for Families Price Sheet” page one has been replaced in its entirety, please refer to Attachment IV to this Addendum One.
- XLVI. RFP, Appendix D, Required Forms – Exhibit 32 “Sample Line Item Budget Sheet for Family Preservation” has been replaced in its entirety, please refer to Attachment V to this Addendum One.
- XLVII. RFP, Appendix D, Required Forms – Exhibit 32-A “Sample Line Item Budget Sheet for Partnerships for Families” has been added, please refer to Attachment VI to this Addendum One.
- XLVIII. RFP, Appendix D, Required Forms – Exhibit 33 “Budget Narrative” has been replaced in its entirety, please refer to Attachment VII to this Addendum One.
- XLIX. RFP, Appendix O, “Family Preservation Pricing Scheduled” has been added; please refer to Attachment VIII to this Addendum One.

SAFE CHILDREN STRONG FAMILIES (SCSF) SERVICES
 FAMILY PRESERVATION AND PARTNERSHIPS FOR FAMILIES SERVICES - REQUEST FOR PROPOSALS (RFP) #11-053B
TIMELINES FOR PARTNERSHIPS FOR FAMILIES and FAMILY PRESERVATION SERVICES

PARTNERSHIPS FOR FAMILIES	
Release RFP	September 24, 2015
Written Questions Due	October 2, 2015; 5:00 PM
Deadline to Submit Request for Solicitation Requirements Review	October 8, 2015; 5:00 PM
Proposer's Conference	October 8, 2015
Questions and Answers Released	On or about October 20, 2015
Deadline for Proposal Submission	<u>December 1, 2015; 12 PM</u>
Notification of Disqualification	<u>On or about December 18, 2015</u>
Deadline to Request Disqualification Review	<u>December 29, 2015; 5:00 PM</u>
Release Tentative Selection and Non-Selected Notices to Proposers	<u>On or about May 4, 2016</u>
Deadline to Submit Notice of Intent to Request Review of Proposed Contractor Selection	<u>On or about July 12, 2016; 5:00 PM</u>
Deadline to Request Review of Proposed Contractor Selection	<u>On or about July 27, 2016, 5:00 PM</u>
Board Hearing	<u>December 6, 2016</u>
Anticipated Contract Start Date	<u>February 1, 2017</u>

FAMILY PRESERVATION	
Release RFP	September 24, 2015
Written Questions Due	October 2, 2015; 5:00 PM
Deadline to Submit Request for Solicitation Requirements Review	October 8, 2015; 5:00 PM
Proposer's Conference	October 8, 2015
Questions and Answers Released	On or about October 20, 2015
Deadline for Proposal Submission	<u>January 15, 2016; 12 PM</u>
Notification of Disqualification	<u>On or about February 4, 2016</u>
Deadline to Request Disqualification Review	<u>February 11, 2016; 5:00 PM</u>
Release Tentative Selection and Non-Selected Notices to Proposers	<u>On or about August 16, 2016</u>
Deadline to Submit Notice of Intent to Request Review of Proposed Contractor Selection	<u>On or about December 12, 2016; 5:00 PM</u>
Deadline to Request Review of Proposed Contractor Selection	<u>On or about January, 4 2017, 5:00 PM</u>
Board Hearing	<u>August 8, 2017</u>
Anticipated Contract Start Date	<u>September 1, 2017</u>

COUNTY OF LOS ANGELES - DEPARTMENT OF CHILDREN AND FAMILY SERVICES
SAFE CHILDREN AND STRONG FAMILIES

ATTEMPTED CONTACT LETTER

AGENCY'S LETTERHEAD

To: [Client Name]
[Client Address]

From: [Agency Name]
[Agency Address]
[Agency Telephone Number]

Date:

Dear Mr. Ms. _____,

I attempted to contact you by phone at _____ on _____ ; and/or in person at
(Phone #) (Date)
your last known address: _____ on _____.
(street / city / zip) (Date)

I would like to meet with you regarding the _____ services in which you agreed to
participate; however, I have been unable to reach you.

Please contact me as soon as possible, so that we may schedule an appointment. I look forward to hearing from
you soon.

Sincerely,

Staff Name

Title

Date

REQUIRED FORMS - EXHIBIT 5
PROSPECTIVE CONTRACTOR REFERENCES

Proposer's Name: _____

List Five (5) References where the same or similar scope of services were provided in order to meet the requirements stated in this solicitation.

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email Address
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email Address
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email Address
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email Address
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
5. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email Address
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.

Required Forms - Exhibit 31

Safe Children Strong Families RFP #11-053B
Partnerships for Families Services

PRICE SHEET

A Price Sheet indicating the projected number of families to be served is required to be submitted for each SPA. "Served" is defined as a family who receives bimonthly case management services. Families who only participate in community events will not be counted as a family who is "served".

The projected number of families to be served includes all applicable charges and costs associated with Partnerships for Families and any other costs necessary to perform all tasks outlined in the Safe Children Strong Families RFP, Statement of Work, Performance Outcome Measures, Attachments, and Sample Contract.

PLEASE SELECT ONE SPA	PROJECTED NUMBER OF FAMILIES TO BE SERVED
<input type="checkbox"/> SPA 1 <input type="checkbox"/> SPA 6 <input type="checkbox"/> SPA 2 <input type="checkbox"/> SPA 7 <input type="checkbox"/> SPA 3 <input type="checkbox"/> SPA 8 <input type="checkbox"/> SPA 4 <input type="checkbox"/> American Indian (AI) <input type="checkbox"/> SPA 5 <input type="checkbox"/> Asian Pacific Islander (API)	

The undersigned offers to furnish all personnel, labor and materials necessary for Partnerships for Families. Said work shall be done for the period prescribed and in the manner set forth in the Partnerships for Families Statement of Work.

I declare that all computations used to arrive at the projected number of families to be served for Partnerships for Families for the SPA indicated above are true and correct to the best of my knowledge.

Authorized Signature

Date

Print Name and Title

Agency's Name and Address: _____

Required Forms – Exhibit 32

SAMPLE LINE ITEM BUDGET SUMMARY (FOR FP)

Note: Proposers may use this form, or generate a similar form.

BUDGET SHEET FOR _____ (INSERT AGENCY'S NAME)

DIRECT COST (List each staff classification)

Salaries and Wages:	FTE*	Monthly Salary	
Employee Classification	_____	\$ _____	
Employee Classification	_____	\$ _____	
Employee Classification	_____	\$ _____	
Others (Please continue to list)			
Total Annual Salaries and Wages			\$ _____

*FTE = Full Time Equivalent Positions

Employee Benefits (EB)	Monthly Cost per FTE	
Medical Insurance	\$ _____	
Dental Insurance	\$ _____	
Life Insurance	\$ _____	
Other (list)	\$ _____	
Total Annual Benefits		\$ _____

Payroll Taxes (List all appropriate, e.g., FICA, SUI, Workers' Compensation, etc.)		
_____	\$ _____	
_____	\$ _____	
_____	\$ _____	
_____	\$ _____	
Total Annual Payroll Taxes		\$ _____

Services & Supplies		
Auto/Travel	\$ _____	
Supplies	\$ _____	
Purchased Services	\$ _____	
Office Equipment	\$ _____	
Telephone/Utilities	\$ _____	
Insurance not listed under EB	\$ _____	
Rent	\$ _____	
Other (please continue to list)	\$ _____	
Total Annual Services & Supplies		\$ _____

TOTAL ANNUAL DIRECT COSTS \$ _____

INDIRECT COST

TOTAL ANNUAL INDIRECT COSTS \$ _____

Indirect Annual Cost as it relates to Total Annual Cost (Please enter a percentage) % _____

Reminder: Contractors may utilize a maximum of ten percent (10%) of their Total Direct and Indirect Annual Cost for administrative/indirect costs, unless the agency has a federally approved indirect cost rate letter of over ten percent (10%).

(Provide a full breakdown of costs in the Budget Narrative)

TOTAL DIRECT AND INDIRECT ANNUAL COST

\$ _____

TOTAL PROJECTED NUMBER OF FAMILIES TO BE SERVED

To assist with your agency's projection of the number of families to be served, the following parameters have been provided for consideration. Based on a total allocation amount of \$350,000, approximately 37 families may be served in a year. The figures are based on the assumption that a case will last approximately 6 months at an average cost of \$1,562.00 per month. The per-month calculation was derived from adding the Base rate with 2 individual counseling, 2 parenting, 2 T&D and 1 SARM supplemental services.

REQUIRED FORMS –Exhibit 32-A

SAMPLE LINE ITEM BUDGET SUMMARY (FOR PFF)

Note: Proposers may use this form, or generate a similar form.

BUDGET SHEET FOR _____
(INSERT AGENCY'S NAME)

DIRECT COST (List each staff classification)

Salaries and Wages:	FTE*	Monthly Salary	
Employee Classification	_____	\$	_____
Employee Classification	_____	\$	_____
Employee Classification	_____	\$	_____
Others (Please continue to list)			
Total Annual Salaries and Wages			\$ _____

*FTE = Full Time Equivalent Positions

Employee Benefits (EB)	Monthly Cost per FTE	
Medical Insurance	\$ _____	
Dental Insurance	\$ _____	
Life Insurance	\$ _____	
Other (list)	\$ _____	
Total Annual Benefits		\$ _____

Payroll Taxes (List all appropriate, e.g., FICA, SUI, Workers' Compensation, etc.)	
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
Total Annual Payroll Taxes	\$ _____

Services & Supplies	
Auto/Travel	\$ _____
Supplies	\$ _____
Purchased Services	\$ _____
Office Equipment	\$ _____
Telephone/Utilities	\$ _____
Insurance not listed under EB	\$ _____
Rent	\$ _____
Concrete Support Services (CSS)	\$ _____
CSS cost as it relates to the Total Annual Cost (Please enter a percentage) %	_____

Reminder: Contractors may utilize a maximum of 20 percent (20%) of their Total Direct and Indirect Annual Cost for Concrete Support Services.

Other (please continue to list)	
Total Annual Services & Supplies	\$ _____

TOTAL ANNUAL DIRECT COSTS \$ _____

INDIRECT COST

TOTAL ANNUAL INDIRECT COSTS \$ _____

Indirect Annual Cost as it relates to Total Annual Cost (Please enter a percentage) % _____

Reminder: Contractors may utilize a maximum of ten percent (10%) of their Total Direct and Indirect Annual Cost for administrative/indirect costs, unless the agency has a federally approved indirect cost rate letter of over ten percent (10%).

(Provide a full breakdown of costs in the Budget Narrative)

TOTAL DIRECT AND INDIRECT ANNUAL COST

\$ _____

Capacity Building*

*Note: All costs associated with Capacity Building should have been accounted for within the Direct Cost and Indirect Cost sections above. The information below is to determine the total direct and indirect costs specific to Capacity Building. As a reminder, Contractors may utilize a maximum of 15 percent (15%) of their Total Direct and Indirect Annual Cost for Capacity Building.

Capacity Building

\$ _____

Capacity Building cost as it relates to the Total Annual Cost (Please enter a percentage) % _____

(Provide a full breakdown of costs in the Budget Narrative)

TOTAL PROJECTED NUMBER OF FAMILIES TO BE SERVED

REQUIRED FORMS – Exhibit 33

BUDGET NARRATIVE

Proposers are allowed to develop their budget narrative in a manner that they believe best reflects and supports the line item budget of their proposal. However, all proposals must have a narrative attached to the line item budget providing a thorough and clear explanation of all projected line item budget costs.

The narrative must follow the same sequence as the line item budget, and include an explanation of the method of allocating costs for any joint or shared budget item. All figures and compilations must be clearly explained. Include explanation of any line item expenditure, which may be unclear to a reviewer who is unfamiliar with your organization. There is no recommendation for page length.

Specifications:

DIRECT COST

Provide an explanation for purpose and particulars associated with each classification listed in the “Salaries and Wages” section of the line item budget and explain their benefit to this program.

All benefits to be provided in addition to Medical, Dental, and Life Insurance should be listed as well as the Monthly Cost per FTE. For all benefits, specify amounts paid by the employer, the employee and the total monthly premium.

For all items detailed under “Services and Supplies”, provide an explanation for their need and/or how it benefits the program. Computations associated with these costs should be explained and provided. The following costs are not allowable under any circumstances: bad debts, contingency provisions, contributions and donations, fines and penalties, fundraising activities, and interest expenses (unless expressly allowed by federal guidelines). Regarding Insurance, provide annual total costs for each Insurance type/coverage. For further clarification, see Sample Contract, Sub-paragraph 8.25, Insurance Coverage.

INDIRECT COST

All details and computations associated with indirect costs should be explained.

Contractors may utilize a maximum of ten percent (10%) of their Maximum Annual Contract Sum for administrative/indirect costs, unless the agency has a federally approved indirect cost rate letter of over ten percent (10%), which should be submitted along with their proposal.

FOR PARTNERSHIP FOR FAMILIES (PFF) BIDDERS ONLY:

Concrete Support Services

Under Direct Costs, Contractors may utilize a maximum of 20 percent (20%) of their Total Direct and Indirect Annual Cost for Concrete Support Services.

Capacity Building

All costs associated with Capacity Building should have been accounted for within the Direct Cost and Indirect Cost sections above. The information below is to determine the total direct and indirect costs specific to Capacity Building. As a reminder, Contractors may utilize a maximum of 15 percent (15%) of their Total Direct and Indirect Annual Cost for Capacity Building.

Number of Families to be served

Provide a thorough and clear explanation for how the projected number of families to be served, as stated in the line item budget and Price Sheet, was derived. Examples of factors that may have been considered may include, but are not limited to, the proposer's projected number of staff, families assigned per staff, and projected length of service. Computations associated with all figures and compilations should be explained and provided.

Also, please note that "served" is defined as a family who receives bimonthly case management services. Families who only participate in community events will not be counted as a family who is "served".

Family Preservation Pricing Schedule

BASE RATE AND SUPPLEMENTAL SERVICES	RATES
BASE RATE	
BASE RATE for FP, ARS and FP Probation (Case Management which includes but is not limited to initial assessment, four IHOC visits, indirect costs, clinical supervision and MCPC)	\$1262.00/month
BASE RATE for Probation, TDT services	\$1,234.00/month
SUPPLEMENTAL SERVICES	
In-Home Outreach Counseling (Professional with license)	\$84.00/hr
In-Home Outreach Counseling (MA/MSW under licensed supervision)	\$72.00/hr
In-Home Outreach Counseling (BA)	\$60.00/hr
COUNSELING (excludes Court Approved Substance Abuse Treatment)	NA
Counseling - Individual	\$72.00/hr per person
Counseling - Family/Couples	\$72/hour per session
Counseling - Group	\$37.00/90 mins per person
DOMESTIC VIOLENCE & ANGER MANAGEMENT	NA
DV Assessment	\$72.00/hr per family
DV Treatment - Individual	\$72.00/hr per person
DV Treatment - Group	\$37.00/90 mins per person
SUBSTANCE ABUSE (COURT APPROVED)	NA
SA Assessment	\$72.00/hr per family
SA Treatment - Individual	\$72.00/hr per person
SA Treatment - Group	\$37.00/90 mins per person
Parenting Training/Fatherhood Program	\$24.00/hr per person
Child Focus Activities	\$30.00/hr per family
Substitute Adult Role Model	\$24.00/hr per family
Teaching and Demonstrating Homemaking	\$42.00/hr
Transportation	\$42.00/hr
Child Follow Up Visit	\$24.00/hr per family
Emergency Housing	up to \$60.00/night

Based on a total allocation amount of \$350,000.00, approximately 37 families may be served in a year. The figures are based on the assumption that a case will last approximately 6 months at an average cost of \$1,562.00 per month. The per month calculation was derived from adding the Base rate with 2 individual counseling, 2 parenting, 2 T&D and 1 SARM supplemental services.

County of Los Angeles - Department of Children and Family Services

SAFE CHILDREN STRONG FAMILIES (SCSF) SERVICES
RESPONSES TO PROPOSER'S QUESTIONS

FAMILY PRESERVATION AND PARTNERSHIPS FOR FAMILIES SERVICES
REQUEST FOR PROPOSALS (RFP# 11-053B)

Tuesday, October 27, 2015



County of Los Angeles – Department of Children and Family Services
SAFE CHILDREN AND STRONG FAMILIES (SCSF) SERVICES (RFP # 11-053B)
ATTACHMENTS for QUESTIONS AND ANSWERS for SCSF SERVICES

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County of Los Angeles – Department of Children and Family Services
SAFE CHILDREN AND STRONG FAMILIES (SCSF) SERVICES (RFP # 11-053B)
QUESTIONS AND ANSWERS for SCSF SERVICES

FAMILY PRESERVATION SERVICES

(Appendix B1)

1. **QUESTION:** a. SCSF RFP #11-053B page 34 Section 7.7.9 Proposer’s Green Initiatives “Present a description of proposed plan for complying with the green requirements as described in Section 11.0 of the SOW.” Do we place the Green Initiatives proposed plan with the QA Plan and if so, is that part of the page count for the QA Plan section? If it is not with the QA Plan, where in our proposal should we put it? Is there a page limit for this plan?
- b. The question I have is regarding RFP item 7.7.9 on page 34, labeled “Proposer’s Green Initiatives,” “Present a description of a proposed plan for complying with the green requirements described in Section 11.0 of the SOW.” These instructions are presented separately from the instructions for the narratives for Sections A, B, C, and D; but there is nothing listed about green initiatives in the bullets for “content and sequence of the proposal” on page 25. Should the green initiatives description be in fact separate from Sections A-D, and, if so, is there any page limit to, or general expectation of length, for this description?

RESPONSE: Proposers shall present a description of proposed plan for complying with the green requirements within the QAP section; it will be counted toward the page limit of the narrative for the Quality Assurance Plan. Please refer to Addendum One for changes made to RFP Section 7.7.8 and 7.7.9.

2. **QUESTION:** Appendix B1 – Statement of Work Family Preservation Services page 28 Section 7.4.12 and 7.4.12.1 Therapeutic Day Treatment (TDT) – Probation Cases: This section states that TDT services will include 6 hours per day of formal education in a non-public school. If we do not have a non-public school, do we contract this part out to another entity?

RESPONSE: Provision of TDT services is not mandatory. If contractor chooses to provide TDT services, contractor will need to provide the service as stated in the contract through their own non-public school or through a subcontractor. SOW will be amended. Please refer to Addendum One for changes made to RFP, Appendix B1, Section 7.4.12.

3. **QUESTION:** Pg. 12 (5.10.2-b): “Contractor shall purchase and be reimbursed (through auxiliary funds) for deaf/interpretive services”. **QUESTION:** Since auxiliary funds are not available for ARS cases, can we provide for ARS deaf services and then

bill through discretionary funds?

RESPONSE: Discretionary funds are allowed for ARS cases. The language will be clarified in the SOW.

4. **QUESTION:** Pg. 44 (8.40.1) “may not subcontract without the advance approval of the county”. **QUESTION:** Can an agency have a contract and also subcontract with another agency that also has a contract, in the same Spa?

RESPONSE: Contractor may subcontract with another Prime Contractor.

5. **QUESTION:** Pg. 52 (9.2) “Hours of Operation” **QUESTION:** Is the intent of this contract that the office be open during all hours listed (including 4 hours on Saturday or Sunday), that the IHOC’s be available for IHV’s during these hours (including Saturday or Sunday) or just that we continue to operate our normal business hours and continue to be available for crisis or calls from families 24/7? (Please note that during the last round of RFP’s these additional hours were taken out of the contract by agreement of DCFS).

RESPONSE: The intent of the “hours of operation” is that IHOCs be available during these hours for visits and other responsibilities tied to their position to accommodate the family’s needs. Agency does not need to have their office open during the weekend hours.

6. **QUESTION:** Pg. 9 (6.2.2) “Contractor shall ensure that referrals are assigned (for UFA’s) within one hour of receipt to an Assessor to conduct an assessment” **QUESTION:** Could this be changed to within one business day? We would need to hire an Administrative Assistant to sit by the fax machine during business hours. Most of the time during business hours, staff are in the field working with families.

RESPONSE: The UFA report is one of the factors considered in DCFS’ decisions on next steps for an investigation which is time sensitive and therefore the contractor has one hour to respond to DCFS. Please refer to section 6.2.1 of the Statement of work.

7. **QUESTION:** Pg. 10 (6.2.7) “Contractor shall ensure that the Assessor links the family to appropriate services....” **QUESTION:** What is the expectation regarding the linkage? Are we required to follow up with the client to ensure that they followed through with the linkage?

RESPONSE: It is the expectation that the assessor not only provide a list of resource numbers but that the client is referred to a specific agency/resource to access services. The assessor is not mandated to ensure that the client follows through. The linkage follow through will be discussed as a part of the MCPC plan, if the family receives

FP Intervention services.

8. **QUESTION:** Pg. 14 (7.3.8) "...clients' progress towards court ordered and non-court ordered treatment..." **QUESTION:** Since ARS cases never have court orders, can we please remove that statement?

RESPONSE: "Court" is a general term for any type of court orders that the family may have and need assistance with.

9. **QUESTION:** Pg. 20 (7.4.8) "...at least one of the following criteria:" **QUESTION:** Could we also add the criteria: Parent/CG with a medical or psychological condition that affects their parenting and/or safety of the child?

RESPONSE: Parent/CG with a medical or psychological condition is not excluded from receiving Family Preservation services.

10. **QUESTION:** Pg. 31 (7.4.13.9) "To obtain reimbursement for authorized Deaf/Interpretive Services...." **QUESTION:** For cases in which language interpreters are needed (i.e., Tagalog, Vietnamese, etc.), can we provide this for FP/ARS clients and be reimbursed through Auxiliary/Discretionary funds?

RESPONSE: Discretionary funds may be used for FP/ARS cases.

11. **QUESTION:** Pg. 43 (Section D) "Outcome Measures for Assessment Services (UFA's) **QUESTION:** Can this be adjusted to be more reflective of the nature of a 2-4 hour interview in the home, when the assessor is only in the home to assess the parent/CG and not to assess the entire home for safety, especially when DCFS closes the case after the UFA and does not open a case with FP or ARS?

RESPONSE: Please note that an evaluation committee will be formed to address DCFS outcomes that would be most appropriate to measure FP Assessment Services, the Performance Outcome Measures chart has been deleted. Refer to changes made to RFP, Appendix B1, Section D, Performance Outcome Measures Assessment Services.

12. **QUESTION:** FP proposer must have 5 years experience within the last 7 years providing social services to families or coordinating social services among other community providers similar to the services listed in Appendix B1 SOW for FP. – Does this mean that a Proposer MUST have a demonstrated track record of actually providing or providing for a subcontractor with a track record for convening and facilitating family-centered, strengths-based MCPCs and/or CFTs which engage families and informal supports; and actually providing IHOC, T&D and providing for every other listed supplemental service for DCFS/Probation FP clients?

RESPONSE: Proposer must have SIMILAR experience to the services listed in appendix B1 SOW for FP.

13. QUESTION: B.1 – Proposer’s Background and Experience: Describe experience in providing social services to the different communities within Los Angeles County specifically to Target Population in SOW – What does the County mean by “different communities?”

RESPONSE: Proposer should provide their experience with all the multiple populations served.

14. QUESTION: For FP, Budget and Budget Narrative (20%) sufficient to serve the number of families to be served. What does this mean? Where do we propose the number of families to be served, without a Pricing Sheet?

RESPONSE: The number of families can be listed on the FP Line Item Budget (Attachment V to Addendum One) and it must be supported as indicated on the Budget Narrative. The Pricing Sheet has been included as Attachment VIII to Addendum One.

15. QUESTION: The FP SOW, in Target Population, indicates that FP Assessment Services targets open DCFS referrals and minor parents. There is no mention of ER/ERCP. Is this correct?

RESPONSE: DCFS referrals are investigations assigned to both ER and ERCP social workers.

16. QUESTION: The FP SOW, in Target Population, indicates that “Emergency Response/Emergency Response Command Post (ER/ERCP) referrals” are part of FP Intervention Services. Is this a typing error?

RESPONSE: No it is not a typing error, ER and ERCP social workers may refer families to FP Intervention Services.

17. QUESTION: Disproportionality - Please provide current data from LA Children for the number of children, race and culture in each area office as a basis for responding and contributing to this key strategy/policy approach.

RESPONSE: Current available DCFS data can be found on the DCFS public website:

<http://dcfs.lacounty.gov/aboutus/factsheets.html>

Additional information regarding disproportionality in Child Welfare can be found on the U.S. Department of Health and Human

Services website:

<https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/>

18. QUESTION: Section 8.5.2.1, page 43 states: “The method used to evaluate cost gives the highest possible number of points to the proposal(s) that propose to provide services to the greatest number of families. All other proposals will receive points in this category based on the number of families they propose to serve.”: Question: Given that the highest points are awarded to proposers that are able to serve the greatest number of families, what is the current average base rate/cost per month and/or year for agencies currently providing Family Preservation services and for those agencies currently providing Partnerships for Families Services?

RESPONSE: The current average base rate/cost can be found on the Family Preservation Pricing Schedule Attachment VIII to Addendum One. For PFF, please refer to Required Forms –Exhibit 31, page 2 for annualized data projections.

19. QUESTION: For the FP Exhibit B section 7.3 Page 11, it says ARS may include, “Four In-Home Outreach Counselor (IHOC) visits.” Is that four visits of at least one hour for the entire 90 days, or four per month?

RESPONSE: Four per month. Please refer to Addendum One for changes made to RFP, Appendix B1, Section 7.3.

20. QUESTION: In FP Appendix B, section 9.14.1 regarding qualifications for IHOC counselors, “In lieu of a Master’s degree, CONTRACTOR may submit a request for a waiver, to be approved by the CPM, to allow CONTRACTOR’s staff person with a Bachelor’s degree in behavioral sciences or a related field and experience providing direct services...”

RESPONSE: The Proposer’s question is not clear; therefore the Department is not able to provide a response.

21. QUESTION: RFP, Page 27, B.1, Number 1 – Describe experience in providing social services to the different communities within Los Angeles County specifically to the Target Population in the Statement of Work. What does the County mean by “different communities?”

RESPONSE: Same response as indicated for question #13. Proposer should provide their experience with all the multiple populations served.

22. QUESTION: RFP, Page 27, B.1, Number 3 – Describe experience in navigating and advocating for children and families through different service systems. What does the County mean by “different service systems?”

RESPONSE: All the modalities and public and private networks including, but not limited to, social services, mental health, Probation, Regional Center, schools, that assist in linking families to needed services

23. QUESTION: RFP, Page 31, Section 7.7.6.2.1 - Disproportionality - Does the Department have a preferred report or data source discussing this key issue that Proposers can access?

RESPONSE: Same response as indicated for question #17.
Current available DCFS data can be found on the DCFS public website:

<http://dcfs.lacounty.gov/aboutus/factsheets.html>

Additional information regarding disproportionality in Child Welfare can be found on the U.S. Department of Health and Human Services website:

<https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/>

24. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 6, Section 6.1, Emergency Response Referrals/ERCP - Will an agency lose points if it does not provide FP Assessment Services from ERCP referrals?

RESPONSE: FP Assessment Services to ERCP referrals is optional and proposer will not lose points if they choose not to provide this service.

25. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 11, Section 7.3.2 – it states that the Clinical Supervisor shall inform the COUNTY Designee as soon as practically possible so that an alternative plan for the family can be created. Must it be the Clinical Supervisor that informs the COUNTY Designee? Can it be another member of the program staff, and if so, which staff?

RESPONSE: The Clinical Supervisor does not have to be the one to inform the designee but the Clinical Supervisor should be involved in the decision. SOW will be amended.

26. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 12, Section 7.3.4 – What is the minimum age requirement for children to sign the Children’s Bill of Rights?

RESPONSE: The general standard is that children ages 10 and above would

have the capacity to understand and sign documents. However, contractor is to explain the contents of the form to the children in age-appropriate language. Contractor is also expected to assess the child(ren)'s capacity to understand and sign the form.

27. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 17, Section 7.4.6.7 – Do children need to sign the original MCPC Service Plan Agreement, or only a new Agreement with changes?

RESPONSE: Children are to sign the original or any subsequent MCPC Plans. Refer to Appendix B1 – Statement of Work, Section 7.3, Subsection 7.3.7.6 and Appendix B1 – Statement of Work, Section, 7.4, Subsection 7.4.6.6.

28. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 18, Section 7.4.6.9 – Does the 75-day interval refer to 75 calendar days, or 75 business days?

RESPONSE: The 75 day intervals refer to 75 calendar days. SOW will be amended.

29. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 24, Section 7.4.11, Supplemental Services - CONTRACTOR shall provide, on a case-by-case basis, directly or through a Subcontractor, Supplemental Services: There is no mention of whether Letters of Agreement or Memoranda of Understanding between our organization and subcontractors will be required. Are Letters of Agreement or Memoranda of Understanding between our organization and subcontractors required as part of the proposal submission?

RESPONSE: While MOUs/Letters of Support are not required, prospective bidders are not prohibited from submitting MOUs/Letters of Support. Any submitted documents will be included in the 20 page maximum limit for attachments. Additionally, we strongly recommend that all prospective bidders describe their experience in building collaborative relationships in the area in which they are proposing to serve. See 7.7.5 Proposer's Qualifications Section B.1, #s1-6 pages 27 & 28.

30. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 26, Section 7.4.11.3, Part G, Parenting Training Services/Fatherhood Program – it says that at minimum, staff providing parenting training services shall be a credentialed instructor. What kind of credential is needed?

RESPONSE: A certificate indicating the person was trained in the parenting training program being provided would be sufficient.

31. QUESTION: Appendix B1, Statement of Work for Family Preservation, Page 31, Section 7.4.13.4 – It says that a vendor’s W-9 form will be required. How can we obtain a W-9 form from large retailers such as Target or Wal-Mart?

RESPONSE: Contractor is responsible for obtaining Tax payer ID # or the Social Security number of the vendor.

32. QUESTION: Comment: it would be important for DCFS to provide the rate for ERCP services so that agencies can make decisions regarding their budgets.

RESPONSE: Same response as indicated for question #14. Please refer to Addendum One, Attachment VIII for the Family Preservation Price Schedule.

33. QUESTION: Under Section 9.0 UNIQUE TERMS AND CONDITIONS, 9.2 Hours of Operation, p. 52, second paragraph, first bullet point- it indicates, "CONTRACTOR shall adhere to the following hours of operations:
FP Assessment Services:

- Monday through Friday, 8:00 a.m. to 8:00 p.m.
- Saturday OR Sunday, 9:00 a.m. to 1:00 p.m."

Question: Will it be mandatory for agencies to be open on the weekend? If so, can a program staff be on call and/or can the agency provide weekend services 1-2 times per month instead of the entire month?

RESPONSE: Same response as indicated for question #5. The intent of the "hours of operation" is that IHOCs be available during these hours for visits and other responsibilities tied to their position to accommodate the family’s needs. Agency does not need to have their office open during the weekend hours.

34. QUESTION: Under Section 9.0 UNIQUE TERMS AND CONDITIONS, 9.2 Hours of Operation, p. 53, second paragraph, 2nd bullet point - it indicates, "CONTRACTOR shall adhere to the following hours of operations:
FP Assessment Services – Emergency Response Command Post:

- Monday through Friday, 5:00 p.m. to 9:00 a.m.
- Saturday, Sunday, and COUNTY approved holidays, 24 hours"

Question: Can agencies provide part-time Emergency Response Command Post services or is it required for the entire month?

RESPONSE: Proposer may submit their plan on providing part time ERCP Assessment services including the hours and days.

35. QUESTION: Under Sample Contract, Exhibit B – Pricing Schedule, it is left blank. Will DCFS provide a pricing schedule?

RESPONSE: Same response as indicated for question #14.
Please refer to Addendum One, Attachment VIII for the Family Preservation Price Schedule.

36. QUESTION: Sample Contract, Section 5.6, pg 9 – second paragraph, it indicates, “Base Rate services include: 1) four (4) visits; 2) indirect costs; 3) clinical direction; and 4) MCPC.” *Please clarify your definition and expectations of “clinical direction.”*

RESPONSE: Clinical direction refers to the application of clinical knowledge in working with the family and training and guiding staff in delivering services to the family provided by the clinical Director.

37. QUESTION: Sample Contract pg 10 first paragraph discussing supplemental is confusing. For ISP cases, a total of six visits are required? To clarify, two T&D, two IHOC visits (define), and one BR visit?

RESPONSE: IFP services require 3 IHOC visits and 2 T&D visits. One IHOC visit may be replaced by one mental health home visit. One IHOC visit will be base rate and the other services will be counted as supplemental services. Refer to Appendix B1 – Statement of Work, Section 7.4.8, pages 20 & 21.

38. QUESTION: Under section C- Service Description 6.0, Family Preservation (FP) Assessment Services, p5, first paragraph, second sentence stating, “Licensed clinicians or registered interns will screen adult family members using a DCFS approved screening instrument to assess parental strengths and challenges.” What about master level clinicians that are registered such as MSWs?

RESPONSE: To clarify, the SOW language will be amended to read:

The following degrees qualify if supervised by a licensed clinician:

1. MSW registered with the Board of Behavioral Sciences
2. MFT registered with Board of Behavioral Sciences
3. Masters of Psychology registered with the Board of Psychology
4. PsyD registered with the Board of Psychology
5. PhD registered with the Board of Psychology

Registered interns are equivalent to masters level staff who do not have a clinical license but are supervised by licensed staff.

Refer to Appendix B1 – Statement of Work, Section 9.16, page 39.

39. QUESTION: Under Section 6.1 Emergency Response Referrals – Emergency Response Command Post (ERCP), p. 6, first paragraph, second sentence, it indicates, “ERCP is a desirable service, but CONTRACTORS are not mandated to provide FP Assessment Services for ERCP referrals.” Will agencies receive more points if they provide this service?

RESPONSE: Proposers who apply to provide ERCP Assessment service will not receive additional points.

40. QUESTION: Under section 7.3.2 on p.11, second paragraph, it indicates, “The Clinical Supervisor shall inform the COUNTY Designee as soon as practically possible so that an alternative plan for the family can be created.” Shouldn’t the Program Director do this?

RESPONSE: Same response as indicated for question #25.
The Clinical Supervisor does not have to be the one to inform the designee but the Clinical Supervisor should be involved in the decision. SOW will be amended.

41. QUESTION: Under section 7.4.11.3 Supplemental Services, b. Counseling, pg. 24-25, first paragraph it lists 4 eligible staff to provide counseling services. It excludes registered master level social workers. Please add to the list.

RESPONSE: To clarify, the SOW language will be amended to read:

The following degrees qualify if supervised by a licensed clinician:

1. MSW registered with the Board of Behavioral Sciences
2. MFT registered with Board of Behavioral Sciences
3. Masters of Psychology registered with the Board of Psychology
4. PsyD registered with the Board of Psychology
5. PhD registered with the Board of Psychology

Registered interns are equivalent to masters level staff who do not have a clinical license but are supervised by licensed staff.

Refer to Addendum One for changes made to RFP, Appendix B1 – Statement of Work, Section 9.16.

42. QUESTION: Under Section 9.0 STAFFING, 9.12, p. 38, the entire paragraph lists eligible staff who can provide counseling services. The list excludes registered MSWs. Please add to list.

RESPONSE: Same response as indicated for question # 38.
To clarify, the SOW language will be amended to read:

The following degrees qualify if supervised by a licensed clinician:

1. MSW registered with the Board of Behavioral Sciences
2. MFT registered with Board of Behavioral Sciences
3. Masters of Psychology registered with the Board of Psychology
4. PsyD registered with the Board of Psychology

5. PhD registered with the Board of Psychology

Registered interns are equivalent to masters level staff who do not have a clinical license but are supervised by licensed staff.

Refer to Addendum One for changes made to RFP, Appendix B1 – Statement of Work, Section 9.16.

43. QUESTION: Under section 9.16, p. 39, it describes, “Registered Intern: A student who holds a Master’s degree in Social Work or related field under the supervision of a Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT), or Licensed Psychologist AND registered with the Licensing Board applicable to the field of study.” Please research this as MSWs are not considered interns.

RESPONSE: An intern is generally referred to as any individual working at a trade or occupation in order to gain experience. MSWs, who are registered with BBS, refer to as Associate Clinical Social Workers, will be for the purposes of this Contract refer to as Registered Interns, along with MFT interns, etc.

44. QUESTION: Under section 9.17, p. 39, Teaching and Demonstrating (T&D) Homemaking Staff, it states, “Teaching and Demonstrating (T&D) Homemaking Staff shall be one of the following: 1) a Case Aide, or 2) an Intern.” Can an IHOC provide these services?

RESPONSE: The above description is the minimal requirement, therefore IHOCs may provide this service Please refer to Addendum One for changes made to RFP, Appendix B1, Section 9.17 “Teaching and Demonstrating (T&D) Homemaking Staff: Teaching and Demonstrating (T&D) Homemaking Staff shall be, at a minimum, one of the following: 1) a Case Aide, or 2) an Intern.”

45. QUESTION: Will we be provided an itemized price sheet with base rate and supplemental services reimbursement rates?

RESPONSE: Same response as indicated for question #14. Please refer to Addendum One, Attachment VIII for the Family Preservation Price Schedule.

46. QUESTION: Page 33 of the SOW 7.4.14.6- Will discretionary funds only be paid out to the vendor by the County rather than by the agency?

RESPONSE: Items and services are paid by the agency. Agency is reimbursed by the County with the proper documentation.

47. QUESTION: Page 19 of the SOW 7.4.7 – Please clarify regarding visits with children in foster care “but the parent (s)/caregiver(s) may be transported to the visitation site, as required in the DCFS/ Probation MCPC Service Plan”. Does that mean the agency would be required to transport the parent to the visitation site?

RESPONSE: Contractors are not required to transport parent/caregiver to the visitation site but they are encouraged to facilitate parent/child visitations.

48. QUESTION:

- a. Page 13 of the SOW 7.3.7.3 – For ARS cases, “CONTRACTOR shall complete the FAF assessment tool within 15 days of the initial home visit. CONTRACTOR shall convene an initial MCPC within five days after the completion of the FAF to incorporate the findings of the FAF assessment into the service plan.” There is concern that this will delay supplemental services for families since services cannot be provided until the MCPC gets completed, agreed upon, and signed by the family. This could potentially mean that families might not receive any supplemental services until 20 days after the initial visit.
- b. Page 17 of the SOW 7.4.6.3 - The same sort of delay could also apply to open DCFS/Probation cases, especially those families that have court-ordered services.

RESPONSE:

- A. FAF will allow a “preliminary” MCPCs to be created while information is gathered to complete the FAF assessment and finalized at the MCPC. Concerns reported by the 800 or CSW may be addressed by supplemental services prior to the initial MCPC.
- B. Same as answer A.

SOW language will be amended in the SOW.

49. QUESTION: Page 16 of the SOW 7.4.6 In reference to attendees at the MCPC, for clarification, does the Clinical Supervisor need to attend the MCPC or is it sufficient for the Program Director to attend?

RESPONSE: It is expected that the Clinical Supervisor will attend the MCPC. In circumstances when the Clinical Supervisor cannot attend, the MCPC Plan must be reviewed and approved by the Clinical Supervisor.

In the event that the clinical supervisor cannot attend, a Licensed staff member must attend the MCPC meetings.

SOW will be amended.

50. QUESTION: Can a waiver be obtained for paraprofessionals who do not have a B.A. in Social Work or a field related to psychology, but have relevant work experience?

RESPONSE: Staff must hold, at the minimum, a bachelor's degree in the field of social work, psychology or a related field.

51. QUESTION: May the Contractor use an Electronic Case Record (client chart) instead of a paper record? Reference: FPP RFP Appendix B1 – Statement of Work, section 8.5.

RESPONSE: Contractor must use the Family Assessment Form program to document services and must have paper records to meet the requirement of the FP contract.

Agency may utilize other tools of their choosing in addition to the FAF at their discretion.

SOW will be amended.

52. QUESTION: Who must attend the mandatory orientation? Is it appropriate/sufficient for only one person representing the Contractor (and one person representing each prospective Subcontractor) to attend? Or must others attend? Reference: FPP RFP Appendix B1 – Statement of Work, section 9.18.4

RESPONSE: The Program Director and Clinical Supervisor or their equivalents should attend the orientation.

53. QUESTION: Must the Contractor's Business Site be open during the time indicated on Saturday or Sunday to accommodate ER Referrals, or can the work on these days/times be provided in the field without the Contractor's Office being open? Reference: FPP RFP Appendix A1 – Sample Contract, Section 9.2— Saturday or Sunday Hours of Operation.

RESPONSE: Same response as indicated for question #5.
The intent of the "hours of operation" is that IHOCs be available during these hours for visits and other responsibilities tied to their position to accommodate the family's needs. Agency does not need to have their office open during the weekend hours.

54. QUESTION: For Intervention Services, are there (maximum or minimum) caseload requirements per team or per staff (e.g., client-to-staff ratios)? Reference: FPP RFP, Appendix B1—Statement of Work, Section 7.0— Intervention Services.

RESPONSE: There are no minimum or maximum caseload requirements. The general standard is 10 to 15 cases per IHOC.

55. QUESTION: Regarding Program Performance Outcomes (e.g., Safety-- Percentage of families involved in a subsequent substantiated child abuse and/or neglect referral 6-12 months following Screening Services), can you please clarify, how soon after this data is collected on an ongoing/ monthly basis by the County is it made available to the Contractor? (i.e., is it made available to the Contractor within a month?) Reference: FPP RFP, Appendix B1—Statement of Work, Section D — Performance Outcome Measures.

RESPONSE: Collected data will be shared with the Contractors. A schedule has not yet been determined.

56. QUESTION: How will it impact our proposal if we don't do Emergency Response Assessments; but indicate that those needs will be addressed through our partner in the community? We have regional partners who have agreed to intake emergency request.

RESPONSE: Same response as indicated for answer #24. FP Assessment Services to ERCP referrals is optional and proposer will not lose points if they choose not to provide this service.

57. QUESTION: Can you elaborate more on the risk level changes that Family Preservation will now serve; as it differs from prior years? Ex. Family Preservation will now serve low to moderate risk families, as opposed to high risk families.

RESPONSE: Alternative Response Services will target low to moderate risk (Appendix B1 – Statement of Work, Section 7.3), FP for open cases will target moderate to high risk, and IFP shall target high to very high risk families (Refer to Appendix B1 – Statement of Work, 7.4.8.1.4). A clarification regarding FP open cases will be added to the addendum.

58. QUESTION: Can the UFA Assessor be a master-level clinician registered with BBS and supervised by a licensed clinician?

RESPONSE: Yes the UFA Assessor needs to be at least a Masters-level clinician registered with BBS and supervised by a licensed clinician. Refer to Appendix B1 – Statement of Work, Section 6.1, subsection 6.1.3, page 7.

59. QUESTION: Has there been any thought given to explore how the family preservation program can explore services specifically for LGBT identified youth?

RESPONSE: Family Preservation program does not exclude the LGBT population.

60. QUESTION: In regards excused and unexcused absences: in the SOW it is clear that IHOC is to make all reasonable efforts to make up base rate visits or child follow-ups when the absence is unexcused. It is not clear if the same expectation exists for excused absences.

RESPONSE: IHOC is to make all reasonable efforts to make up the mandatory visits for excused AND unexcused absences. Language will be amended to Appendix B1 – Statement of Work, Section 7.4.9 – Excused Absences – DCFS/Probation FP Cases.

61. QUESTION: Pg. 32 - Discretionary fund – I encourage you to expand the definition of this to include – field trips, graduations, etc.- ensure agencies have some flexibility – definition is limiting.

RESPONSE: Refer to Appendix CI -Technical Exhibit 31 and Appendix B1-Statement of Work Section 7.4.14. Discretionary funds are to be utilized to “reduce the risk of abuse and neglect to the children in the home or assist in the return of children to their caregivers”

Approval of Discretionary funds will be on a case by case basis. Contractors are encouraged to contact their assigned DCFS monitor if there is doubt as to the eligibility for a particular request prior to the request submission.

62. QUESTION: Transportation – in description allows for bus fare/pass, but does not state tokens how to bill – only tells how to bill for van transportation- please clarify how to bill for tokens and bus passes.

RESPONSE: Contractors may utilize Discretionary funds towards transportation costs. Contractors may also include in their line item budget to allocate funds for transportation.

63. QUESTION: When will the Pricing Sheet be available?

RESPONSE: Please refer to Addendum One, Attachment VIII for the Family Preservation Pricing Schedule.

64. QUESTION: As a provider that serves the Countywide Asian Pacific population, CSC IHOCs travel across the SPAs to provide services, and extremely high administration cost in terms of mileage is incurred compared to SPA specific providers. Will DCFS increase the percentage of administrative cost accordingly?

RESPONSE: There are no plans at this time to increase the percentage of administrative costs.

65. QUESTION: Pg. 39 9.17 on SOW (Appendix B1) it states that TTD must be provided by 1) Case Aide or 2) an Intern. What about the IHOCs?

RESPONSE: Same response as indicated in question #44.
The above description is the minimal requirement, therefore IHOCs may provide this service Please refer to Addendum One for changes made to RFP, Appendix B1, Section 9.17 "Teaching and Demonstrating (T&D) Homemaking Staff: Teaching and Demonstrating (T&D) Homemaking Staff shall be, at a minimum, one of the following: 1) a Case Aide, or 2) an Intern."

66. QUESTION: Section 6.2.7 – Regional UFAs Contractor shall ensure that the Assessor links the family to the appropriate services...Is this for Regional UFAs? Will we be allowed to bill for Supplemental services, i.e. T&D and/or IHOC?

RESPONSE: Same response as indicated for question #7.
It is the expectation that the assessor not only provide a list of resource numbers but that the client is referred to a specific agency/resource to access services. The assessor is not mandated to ensure that the client follows through. The linkage follow through will be discussed as a part of the MCPC plan, if the family receives FP Intervention services.

67. QUESTION: Section 6.1.5 Assessor shall leave an attempted contact letter... Isn't this a confidentiality issue?

RESPONSE: Appendix CI - Technical Exhibit 10 includes very limited case information. Contractors are encouraged to place the letter in a sealed envelope.

68. QUESTION: Section 7.4.11.3 G – Credentialed Instructor. Define "Credentialed Instructor."

RESPONSE: Credentialed Instructor would be staff who has written proof of their expertise in the subject matter, such as a certificate.

69. QUESTION: If we request funds above the identified range per region, will we be penalized in the proposal? Our agency has the capacity to operate above the range identified in the range of contract awards. Please clarify if we can request above the range without being penalized in the scoring of our proposal.

RESPONSE: Proposer should propose a funding amount with the range delineated on page 5 of the RFP to avoid any possible point deduction. Proposer should submit a line item budget which reflects the capacity of their agency to provide the services proposed. Please refer to Addendum One for changes made to Section 8.5.1.

70. QUESTION: Can Emergency funds be considered for Regional UFAs as well as ERCPs?

RESPONSE: The intent of the Emergency Funds for ERCP UFAs is to address needs not available during the ERCP hours. For regional UFAs, the Contractor may refer the family to Family Preservation services to follow up on the basic needs of the family or refer the family to community resources.

71. QUESTION: General Section pg. 10 (5.6) T&D are sometimes best when children are not present at home. Can T&D Services and IHOC services be provided on the same day, if they occur at different times?

RESPONSE: Yes, most T&D services are provided with adults only. There is no expectation that the children be involved with T&D services. Staff may come back the same day for an IHOC visit which shall include all case plan members, including children. Refer to Appendix B1 – Statement of Work, Section 7.4.8, page 20.

72. QUESTION: SOW pg 20. (7.4.8.1) It says that IHOC and T&D Services cannot be provided on “consecutive” days. How are we supposed to provide 5 visits in 6 days if they cannot be on consecutive days?

RESPONSE: For IFP services, the same service may not occur on consecutive days. For example, the three IHOC services should not be provided on Monday, Tuesday and Wednesday. The three IHOC and two T&D services may occur on consecutive days. SOW will be amended.

73. QUESTION: SOW pg. 28 (7.4.11.3) K Transportation. Maximum wait time has now been limited to 2 hrs. can this be re-evaluated? Oftentimes T&D staff spend more than 2 hrs. providing transportation. Also, it take that wait time cannot be billed at the agency can this be reconsidered? Watching for clients often limits our ability to provide transportation to other clients.

RESPONSE: Contractor may bill for actual transportation, in addition to the two hours for wait times.

74. QUESTION: SOW pg. 24 (7.4.11.3) Domestic Violence and Anger management have still not been separated from the counseling definition. DV and AM certified staff are not often licensed; and neither are interns. Can the Dept. reconsider the definition of DV and AM classes to include certified individuals, who are not licensed?

RESPONSE: Please refer to Addendum One for changes made to RFP, Appendix B1, Section 7.4.11.3 “Anger Management and Domestic Violence services may be provided, at a minimum, by a Masters level staff who holds a certificate in the areas of treatment.

75. **QUESTION:** Does “similar to the services listed in Appendix B “mandate covering MCPC/CFT meetings with families and providing IHOC/TD services?”

RESPONSE: Same response as indicated for question #12.
Proposer must have SIMILAR experience to the services listed in appendix B1 SOW for FP.

76. **QUESTION:** Pg. 52 states operation hours are M-F from 8-8pm and Sat or Sunday from 9-1pm. Can we have on call staff available for after business hours or do we need to have the office staffed despite the fact that there may be no service delivery going on at that time?

RESPONSE: Same response as indicated for question #5.
The intent of the “hours of operation” is that IHOCs be available during these hours for visits and other responsibilities tied to their position to accommodate the family’s needs. Agency does not need to have their office open during the weekend hours.

77. **QUESTION:** Pg. 24-25 Counseling. 1) Given the involvement of the DMH Liaison the SOW does not indicate their involvement and counseling services. 2) Who qualifies for Supplemental Counseling Services 3) Does DMH Liaison approve all external referrals for Mental Health as well as supplemental counseling? Can this be clearly spelled out in the RFP?

RESPONSE: Contractor to discuss the need for counseling services in the MCPC meeting and consult with the designated liaisons to discuss the most appropriate referral method for service delivery.

Also, refer to answer #82.

78. **QUESTION:** Pg. 38 – Can the Program Director and Clinical Director be one position?

RESPONSE: For the purpose of this contract the Program Director and Clinical Director are separate positions. Refer to Appendix B1 – Statement of Work, Section 9.0, page 38.

79. **QUESTION:** Pg. 39 – Interns need to have 40 hrs. of training – consider adjustment given that interns/practicum students come in once to twice a week, thus, 40 hours would encompass their entire semester of school and would never get to gain experience.

RESPONSE: The 40 hours of training requirement will remain. However, Appendix B1 – Statement of Work, Section 9.18.1, page 39 will be amended to state, for interns, qualified trainings obtained in the last 6 months prior to the start of their work in the FP Program will be allowed towards the 40 hours of mandatory training requirement.

80. QUESTION: Pg. 18 – states contractor shall, at 75 days intervals conduct MCPC meetings – can you make clear if this is from Referral or from last MCPC?

RESPONSE: The 75 days interval is from the last MCPC. SOW will be amended.

81. QUESTION: Pg. 16 Clinical Director needs to supervise staff providing IHOC services – can this be program manager vs. clinical sup. or are you assuming both the clinical sup. and program manager are the same person?

RESPONSE: For the purposes of this contract, the IHOCs will receive clinical supervision to assist the IHOC in engaging, planning, directing and assisting the client toward their MCPC goals. If the Clinical Supervisor is temporarily unavailable, staff holding a clinical license may provide this supervision.

82. QUESTION: Exhibit 25 – there is no indication of Req. reporting to DMH/DMH Liaison in the SOW – No instruction.

RESPONSE: Please refer to Appendix B1 – Family Preservation Statement of Work, Section 7.4.6.8.

83. QUESTION: Can a Licensed Professional Clinical Counselor (LPCC) be acceptable the Clinical Director Requirement? (LCSW, LMFT).

RESPONSE: LPCC is not an acceptable license for the Clinical Director requirements. At this time the Board of Behavioral Sciences does not verify qualifications, nor track who has met the requirements.

84. QUESTION: SOW Outcomes Pg. 44 – Well Being Goal – just focuses on % of families reunified shouldn't it also include - % of families remaining intact over FM families referred?.

RESPONSE: In the Appendix B1 – Statement of Work, Section # - Performance Outcome Measure for Intervention Services. Well Being will be measured by the % of families reunified and the % of families with re-entries within 12 months of reunification.

The later measure will capture families remaining intact.

85. QUESTION: If we are truly integrating Core Practice Model – shouldn't we begin to see the use of CPM in the FP Contract – i.e. CFT vs. MCPC?

RESPONSE: As the Core Practice Model is developed and implemented, the Department will consider revising the Contract to reflect the current practice.

86. QUESTION: Will we be provided with base rate and supplemental services cost/price list?

RESPONSE: Same response as indicated for question #14.
Please refer to Addendum One, Attachment VIII for the Family Preservation Price Schedule.

87. QUESTION: If you are not requesting MOUs or Letters of Support – how will you verify collaboration? I can write anything.

RESPONSE: Same response as indicated for question #29.
While MOUs/Letters of Support are not required, prospective bidders are not prohibited from submitting MOUs/Letters of Support. Any submitted documents will be included in the 20 page maximum limit for attachments. Additionally, we strongly recommend that all prospective bidders describe their experience in building collaborative relationships in the area in which they are proposing to serve. See 7.7.5 Proposer’s Qualifications Section B.1, #s1-6 pages 27 & 28.

88. QUESTION: Is the experience required to be eligible (5 years out of 7 years) based on specific family-centered contracts or can a Wraparound Approach Services contract be used instead of Family Preservation contracts?

RESPONSE: Refer to Request for Proposal, Section 7.7.5, C (Section B.2), page 29 – “The proposer must complete and include the following Required Forms:....”

89. QUESTION: Can an agency operating in LA County for experience/eligibility contracts serving similar populations in a neighboring County? Managed by a sister corporation? For instance Phoenix House Los Angeles vs. P. House Orange County?

RESPONSE: Yes, all experience related to the FP service category would apply.

90. QUESTION: Is this a cost reimbursement project, or fee for service? How fees calculated per hour, week, average to added rate?

RESPONSE: Refer to Appendix A1 – Sample Contract, Section 5.9.
Family Preservation is a combination of cost reimbursement and fee for service.

The base rate and deaf/interpretive services will be paid on a cost reimbursement payment structure.

Supplemental services will be paid on a fee for service payment structure. Supplemental services will be calculated per hour/person/nights depending on the service.

91. QUESTION: Is there going to be one contract under SPA 2? In case of several contracts are smaller awards preferred?

RESPONSE: Family Preservation services will be contracted per DCFS regional office area, not by SPAs. Refer to the "Range of Contract Awards and Funding allocations per category" chart on page 5.

92. QUESTION: Is the experience/reference based only on Social Services for Family Preservation? Or could other types of contracts be used?

RESPONSE: Refer to Request for Proposal, Section 7.7.5, C (Section B.2), page 29 – "The proposer must complete and include the following Required Forms:.."

93. QUESTION: Is there a limit on indirect rate?

RESPONSE: Indirect Costs are limited to 10% of the total allocation. Refer to Appendix A1 – Sample Contract, Section 5.5.1.7.

94. QUESTION: Is there a start-up period for staff hiring and training built into the funding of this project?

RESPONSE: There will be no start-up period. Agencies are expected to be ready to provide the services at the beginning of the contract term. Contractors will be expected to be ready to receive cases transferred from agencies who were not awarded the FP contracts. Refer to Appendix B1 – Statement of Work, Section 8.6.

95. QUESTION: Sample Contract, page 41, Section 8.40.1 – Can an agency also subcontract to have additional families to work with?

RESPONSE: Yes, Contractors may subcontract with community partners to meet the needs of the community they serve, as long as the Contractor remains within their allocated budget amount.

96. QUESTION: Will DCFS pay for CFT's?

RESPONSE: Yes, payment for CFTs will be the same as the billing procedure for TDMs.

Contractor may bill up to 3 hours for attending the CFT/TDMs.

Refer to Appendix B1 – Statement of Work, Section 6.2.8, page 10.

97. QUESTION: If the Core Practice Model is implemented there are a lot of other steps involved. How will that be addressed? How will we bill?

RESPONSE: Same response as indicated for question #85.
As the Core Practice Model is developed and implemented, the Department will consider revising the Contract to reflect the current practice.

County of Los Angeles – Department of Children and Family Services
SAFE CHILDREN AND STRONG FAMILIES (SCSF) SERVICES (RFP # 11-053B)
QUESTIONS AND ANSWERS for SCSF SERVICES

PARTNERSHIPS for FAMILIES

(Appendix B2)

1. **QUESTION:** For PFF, “Describe the plan to deliver psychotherapy including appropriate and staff requirements. What are “appropriate and staff requirements”?”

RESPONSE: Please refer to Addendum one for changes to RFP, Section 7.7.7 Proposer’s Approach to Provide Required Services for Partnerships for Families (Section C), Subsection 7.7.7.5. in section this was incorrectly written, 7.7.7.5

2. **QUESTION:** Based on the \$400,000 allotted for the Countywide Asian Pacific Islander category, how many people are we expected to serve? Someone told us that we are expected to serve 145. Is that correct? What is the expectation of service for \$400,000?

RESPONSE: Prospective bidders are required to bid a projected number of families to be served based on the projected annual funding and Minimum Bid (Families) included in Appendix D - Exhibit 31 “price Sheet”. Prospective bidders for the Asian Pacific Islander contract are required to bid minimally 33 families based on the projected Contract award of \$400,000.

3. **QUESTION:** Any corrective actions will be presented as a result of some “inspection”. Is this a self-examination or as a result of a Technical Assistance Review? In 20.7 of the PFF SOW indicates that a CAP will involve a record of inspections. What is meant by this?

RESPONSE: Section 20.7 refers to an internal quality assurance process during which routine internal reviews should occur and corrective action should be taken for any deficiencies identified by the contractor. This process occurs outside of a Technical Review completed by DCFS but should be shared with DCFS as part of the Quality Assurance Plan review.

4. **QUESTION:** 2.2 FUNDING FOR SAFE CHILDREN AND STRONG FAMILIES, page 5: RANGE OF CONTRACT AWARDS AND FUNDING ALLOCATIONS PER CATEGORY: How were the SPA funding allocation amounts determined? Was a formula used to calculate the allocation per SPA?

RESPONSE: Yes, a methodology was used to calculate the allocations per SPA. The funding levels are based on 2014-2015 SDM data for children

0-5 with a high and very high risk referrals as well as 2012 US Census Data.

5. **QUESTION:** RFP # 11-053B APPENDIX A2 PARTNERSHIPS FOR FAMILIES SERVICES SAMPLE CONTRACT, SECTION B 2.0. page 2): 2.2 states, “Community referred fathers and pregnant women and up to six months post-partum who have risk factors for child maltreatment; and additionally with CPM approval, up to one year post-partum.”: These are new target populations to include for additional services, however, our allotted funding is an approximate 30% decrease from last year’s funding. Were these new services factored into the SPA funding allocations?

RESPONSE: Yes, the community referred target population was expanded to include fathers and families with children up to 12 months of age. Please see Question 4 for funding allocation information.

6. **QUESTION:** APPENDIX A2 RECITAL SECTION 5.5 INVOICES AND PAYMENTS, 5.5.4, page 6 states, “Contractor shall submit a monthly invoice in arrears for services rendered in the previous month” and 5.5.6 “Payment to CONTRACTOR will be made in arrears on a monthly basis for services performed. . .”: Are we moving to a fee for services payment structure versus receiving the total funding allotment prior to implementation of the new approved Partnerships for Families Services program.

RESPONSE: This contract, under DCFS administration provides payment for community based contracted services via a monthly invoice. Each contractor will be awarded a maximum contract amount and will then have to submit a monthly invoice and payments will be made for the contractor's expenditures in accordance with the firm fixed rates reflected on their approved budgets.

7. **QUESTION:** 4.0 (referrals) - Will DCFS provide referral form for community (pregnant population) referrals?

RESPONSE: No. DCFS will not provide a referral form for community referrals.

8. **QUESTION:** Will a Consent to Release & Exchange Information with DCFS for use with pregnant population be provided?

RESPONSE: No. At this time we do not currently require that community referred families sign a consent to release & exchange information with DCFS.

9. **QUESTION:** 4.5 Does “depending on family’s schedule” account for occasions when family is unable to meet with Contractor within 5 business day requirement?

RESPONSE: Yes. If the family requests to meet beyond the 5 business days, The Contractor should document that in the case file.

10. **QUESTION:** 5.7.2 (needs assessment tool) If the FAF or other similar program that includes a format for progress notes is implemented by DCFS, will Contractor also be required to use DCFS form Exhibit B-11?

RESPONSE: If the Family Assessment Form or other standardized assessment tool is implemented by DCFS, DCFS, with the assistance of the Contractors, will determine which forms will no longer be required.

11. **QUESTION:** 12.1.2 Since pregnant population is not referred through DCFS and if no Consent to Release & Exchange is obtained, how can we submit progress notes and other PHI (e.g. Exhibit B-9) to DCFS on this population?

RESPONSE: Progress notes should not be submitted monthly to DCFS. 12.1.2 refers to a monthly service report, which will be created at a later date. The monthly service report will more than likely include data such as the number of families receiving services and types of services provided.

12. **QUESTION:** Requiring our pregnant population (community referrals) sign a release to share information with DCFS can be detrimental to engaging this referral stream.

RESPONSE: The DCFS understands that requiring community referred families to sign a release to share information with DCFS poses a barrier to service delivery. The DCFS is not requiring community referrals to sign a release to share information with DCFS.

13. **QUESTION:** 20.3.2 - Can you provide clarification of what is meant by "...how the protective factors framework outcomes will be measured"?

RESPONSE: Prospective Bidders should discuss the tools they use or plan to use or ways in which they plan to measure a change in the protective factors for the families which they will serve if awarded the PFF contract.

14. **QUESTION:** Will specific Outcome Measure tools be provided by DCFS or is the means for measuring these outcomes up to the Contractor?

RESPONSE: Child welfare outcome indicators listed in Section D will be evaluated by DCFS. In addition to and for the purposes of this RFP prospective bidders are to discuss their internal process for measuring outcomes.

15. **QUESTION:** *RE: Partnerships for Families Appendix B2, Statement of Work, Section C, 12.0 Reports and Record Keeping, final paragraph on page 14)*- Is the Department amenable to revisiting the Monthly Progress Report requirement for PFF families? A requirement to submit a Monthly Progress Report for each family makes sense when working with Family Preservation families with open DCFS cases who are working on correcting maladaptive parenting patterns. PFF, in

contrast, is a voluntary child abuse prevention program that aims to strengthen family functioning. PFF families do not have an open case with DCFS and therefore monthly case monitoring via submission of a Monthly Progress Report on each family strikes us as inconsistent with best practices for family strengthening/prevention programs. Currently, each home visit is comprehensively documented in a progress note and we also submit quarterly, mid-year and year-end program reports. We hope this requirement can be reconsidered.

RESPONSE: Contractors are not required to submit the monthly progress report to DCFS. The requirement is for staff to complete the monthly report and for the supervisor to review the report. Given the 6-12 month time frame for services through PFF, the DCFS believes it is important for families' progress to be reviewed by staff on a monthly basis. We may consider this change but may require the clinical Supervisor to sign off monthly on the progress notes. The DCFS will consider changing the monthly Progress report to Quarterly.

16. QUESTION: In PFF Appendix B, page 6, Section 5.0 “CONTRACTOR shall ensure professional level staff provides case ma- In PFF Appendix B, page 6, Section 5.0 “CONTRACTOR shall ensure professional level staff provides case management services. CONTRACTOR may request approval for case management services to be provided by a paraprofessional level staff.”

RESPONSE: This statement as submitted is not a question. We can confirm that the SOW states that a professional level staff is required to provide case management services, but there is the ability to request approval for staff at a paraprofessional level to provide the service as well.

17. QUESTION: For PFF, is there any set amount or limit to the percent of the grant resources used to provide psychotherapy services?

RESPONSE: No, there is no set amount or limit to the percent of the grant resources used to provide psychotherapy services. The DCFS would request that all other funding sources, including medical, be explored before PFF funding is used for psychotherapy.

18. QUESTION: PFF SAMPLE CONTRACT - Section 9.6, Page 51, Will the FAF be utilized in the PFF program? This would be recommended to obtain similar data to FP and to continue providing the same current type of data.

RESPONSE: As 5.6.2 suggests, The DCFS is currently exploring the use of a standardized assessment tool such as the Family Assessment Form.

19. QUESTION: PFF Statement of Work – Section 53, Page 6, Please reconsider the number of face to face visits received by a client each month. PFF cases are intensive. 4x/mo at least for three months and then maybe taper down to 2x/mo due to

experience with the program.

RESPONSE: The contract, as written, does not prohibit a contracted agency from providing the intensive services described in the question. The 2x/mo is only the minimum established.

20. QUESTION: PFF, Section 7.7, Page 25, Will we need to submit any MOUs for PFF proposals?

RESPONSE: Prospective bidders are not required to submit any MOUs with their proposals. We strongly recommend that all prospective bidders describe their experience in building collaborative relationships in the area you they are proposing to serve. See 7.7.5 Proposer's Qualifications Section B.1 #5 pg. 28

21. QUESTION: PFF Statement of work, Section 17.2, Page 17 - Is there a cap on the percentage of time that a Clinical Director or Program Manager can be included in the budget?

RESPONSE: No, there is no cap on the percentage of time that a clinical director or program manager can be included in the budget.

22. QUESTION: Pg. 52 – IHOC difference in Qualifications – requires licensed staff only (LCSW, LMFT, Clinical Psychologist) is this correct – no MSWs?

RESPONSE: The In Home Outreach Counselor (IHOC) definition on pg. 52 was included in error. It will be removed from Technical Exhibit 16.

23. QUESTION: Pg. 37 – Monthly Report – format is weekly progress note not monthly.

RESPONSE: The monthly progress report format will be re-reviewed and modified at a later date in collaboration with the Contractors to ensure that the document captures a family's monthly progress in the PFF program.

24. QUESTION: Comment: \$500 limit per family for concrete services is too low especially since contracts state you can assist a family with two months rent – increase it or state unless for rent.

RESPONSE: Please refer to Section 5.10.4 which states that CPM has the discretion to approve Concrete Supports in excess of \$500 per family, per contract year. The contract does allow for assistance of a family with two months of rent. Rental assistance requests will more than likely have to be submitted to the CPM for review and approval as they will likely be over the \$500 limit.

25. QUESTION: In developing the PFF cost proposal the County is asking for 15% and 20% being required to be allocated to capacity building and concrete supports, respectively. Your language states “up to 15%” and “up to 20%”. Does this

mean we can allocate any amount up to those percentages?

RESPONSE: The contract requires that both capacity building and concrete supports be provided. The contract states that those figures are the “maximum” percentages that may be allocated for those two services. Therefore, as you stated, each agency may allocate any amount up to those percentages.

26. QUESTION: Does Exhibit 14 (Health Assessment) apply for closed cases?

RESPONSE: Exhibit 14 (Health Assessment) applies for all PFF families with a child birth to age five. As stated in section 10.4, Exhibit 14 shall be used for reference to encourage routine well child exams.

27. QUESTION: Is it required to serve father to be if he is not in the home w/pregnant woman? Is it required to serve 2 residents?

RESPONSE: The PFF contract does not require for a Contractor to serve a father if he is not in the home with the pregnant woman, but it does allow for the provision of services to father’s who want the voluntary services. The PFF contract does not require that two residents be served.

28. QUESTION: With \$400,000 allotted for API Countywide Partnerships for Families how many individuals are we required to serve? Is it 145 individuals?

RESPONSE: Please refer to Question 2.

29. QUESTION: Pg. 23 of SOW – Outcome #2 Safety states “The percentage of families involved in resulting generation of emergency response referrals.” I believe something is missing – can this be clarified?

RESPONSE: Please refer to Addendum One for changes made to Outcome #2 in the Safety section was written incorrectly. It will be amended to read as follows: “Percentage of families included as the subject of a child abuse and/or neglect referral”

30. QUESTION: Is there a requirement for a certain percentage of funds to go to subcontractors? Previously this was required to ensure collaboration.

RESPONSE: No, this is not a requirement. The DCFS recognizes that each contracted area has its own unique challenges. As a result, Contractors will have the flexibility to assess their ability to provide the spectrum of PFF services to the area they are contracted to serve and determine the level of subcontracting that they will require.

31. QUESTION: Pg 11 SOW indicates family literacy as an activity – do you mean financial literacy?

RESPONSE:

Yes, 7.1.4 will be amended to read “Financial Literacy.”
Please refer to (Addendum Info to be added here).

32. QUESTION: How will you confirm that the collaboration written into the proposal is actually true if no MOUs/letters of support are required?

RESPONSE:

While MOUs/letters of support are not required, prospective bidders are not prohibited from submitting MOUs/letters of support. We strongly recommend that all prospective bidders describe their experience in building collaborative relationships in the area you they are proposing to serve. See 7.7.5 Proposer’s Qualifications Section B.1 #5 pg. 28.

33. QUESTION: Will all DCFS referred families who are referred to PFF agency have at least one child in the home age 0 to 5? Is it possible agencies will receive referrals to PFF with children in the home who are older than 6? What about ARS referrals that are sent to PFF? Will they all have a 0 to 5 child in the home?

RESPONSE:

The target population for PFF is families with children birth to age 5 but it is possible that a PFF agency can receive a PFF referral with a child in the home who is older than 6, but only upon request of the County Program Manager (CPM). ARS referrals will be held to the abovementioned standard.

34. QUESTION: Are these new dollars or are these reallocated dollars?

RESPONSE:

Partnerships for Families is currently funded through State Realignment Funds.

35. QUESTION: How many current providers are contracted to provide Family Preservation and Partnerships for Families?

RESPONSE:

Family Preservation currently has 36 providers. Partnerships for Families (currently managed by First 5 LA) has 9 contracted providers.

36. QUESTION: What is the expectation around the role of a case aide position? Can this be included in the proposal?

RESPONSE:

As stated in section 7.1, the Contractor may request CPM approval for certain health and/or education programs to be facilitated by staff at the case aide level. As stated in Section 8.2, Structured Parent-Child and/or Family Centered Activities may be provided by case aide level staff or higher. Prospective bidders are encouraged to describe their approach to provide required services for PFF.

Please refer to Section 7.7.7 for further information.

37. QUESTION: Will the Department provide Disproportionality Data to proposers to assure informed responses?

RESPONSE: Current available DCFS data can be found on the DCFS public website:

<http://dcfs.lacounty.gov/aboutus/factsheets.html>

Additional information regarding disproportionality in Child Welfare can be found on the U.S. Department of Health and Human Services website:

<https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/>

38. QUESTION: Please clarify how referrals will be done. Will referrals be filtered through DCFS? What kinds of activities would constitute capacity building?

RESPONSE: Families referred by DCFS will be referred using the PFF Referral Services Intake Form (Exhibit 3) which will be received by the Contractor via data system, fax, telephone or email.

There is no formal referral process for community referred families.

Please refer to Section 11.3 and 11.4 for a description of internal and external capacity building activities.

39. QUESTION: Pg. 52: Hours of Operation are noted at Monday through Friday 8:00am to 8:00pm and Saturday or Sunday from 9:00am to 1:00pm. If we have staff available and on-call throughout that time and available to come to office as needed, do we have to have the office open & staffed after normal business hours? In other words, do I have to have a staff in the office after hours if there are no supportive services scheduled?

RESPONSE: The office does not have to be open and staffed beyond its normal business hours, as long as staff is available and on-call throughout that time to meet the needs of families during the hours stated in 9.13 pg. 53.

40. QUESTION: Can the Program Manager and the Clinical Director be held by the same person @ 40 hours per week?

RESPONSE: The contract as written does not prohibit an agency from assigning the positions of Program Manager and Clinical Director to the same

person as long as the person meets the staffing requirements for both positions.

41. QUESTION: Can we include other positions (i.e., child focused activity worker) other than those described in the RFP?

RESPONSE: Yes, other positions can be included in the submitted proposals, as long as the positions meet the minimum staffing requirements established in SOW Section 17.2. Prospective bidders are encouraged to describe their approach to provide required services for PFF. Please refer to Section 7.7.7 for further information.

42. QUESTION: The weekly visits are stated to be a minimum of twice a month. Traditionally, families due to their high risk status and need are seen on a weekly basis. Once determined that their risk is lowered or stabilized, usually around or after month 3, the visits are reduced. Can this process still remain under the agency's discretion?

RESPONSE: The contract, as written, does not prohibit a contracted agency from providing the intensive services described in the question. The 2x/mo is only the minimum established.

43. QUESTION: Are we tied to the number of families serviced in the year as stated in the RFP?

RESPONSE: The Price Sheet: Exhibit 31 requests that prospective bidders submit a projected number of families to be served which is equal to or more than the stated minimum number of families. Contractors will be expected to meet the stated projection in their proposal.

44. QUESTION: In the budget itself there are some requirements which I did not see indicated in the RFP in the line item budget there is nowhere to indicate the mandatory 15% for capacity building and 20% for concrete services so my question is do we just write those in and again how do we actually do that because a lot of those services maybe are provided by subcontractors and so they might be on another pieces of the budget so is there some guidance or direction from the department about how to clearly show that in our budget. Do we just do a separate piece in our narrative that says these are the 15% capacity building services and break down what they are; there is no guidance there at this point?

RESPONSE: Under a firm fixed price contract, the line item budget and budget narrative cover the monthly operating expenses necessary to provide the required services. There are no separate line items for any specific deliverable mentioned in the SOW, such "case management," "psychotherapy" or "capacity building." Tracking of the deliverables will occur during the term of the contract through other means.

45. QUESTION: On page 34, Exhibit 7, the Attempted Contact Letter, I have a concern for the client's confidentiality including the client's phone number on it because a lot of times when we go to someone's home they may have moved, anything can happen and we do not want to leave their personal information at their front door. So can that letter be looked at and revised so that it would be a bit more generic that would help.

RESPONSE: This will be re-examined.

County of Los Angeles – Department of Children and Family Services
SAFE CHILDREN AND STRONG FAMILIES (SCSF) SERVICES (RFP # 11-053B)
QUESTIONS AND ANSWERS for SCSF SERVICES

GENERAL QUESTIONS (Programs)

1. **QUESTION:** “The purpose of this Request for Proposal (RFP) is to solicit proposals to provide a continuum of coordinated responses to address diverse levels of need, intended to strengthen families through the provision of targeted services, activities, and supports.”

Different funding sources should not adversely affect the continuum of coordination of care in the community. In implementation thus far, CAPIT providers are not integrating their efforts with PAS networks of agencies, as ‘redesigned.’ Will DCFS model its own intent and commit to the “seamless and integrated Continuum of Care” and blend its Community-based Support Division administratively and programmatically to avoid programmatic silos (FP v PAS v PFF v APSS v CAPIT) where we have separate meetings, separate program monitors, separate forms, separate assessments, separate language, separate standards, etc.?

RESPONSE:

The Community Based Support Division programs, including Family Preservation, Prevention and Aftercare Services, CAPIT, APSS, and PFF will be managed and supervised under one Division Manager. While each program has different statutory and funding requirements, DCFS is committed to providing seamless service delivery for children and families along the continuum of care. Once our new contracts are executed, we will meet with our providers to develop a plan for the most efficient means of communication across programs and between contractors, in order to optimize service delivery to families.

2. **QUESTION:** RFP, Page 33, Section 7.78, Section D, Quality Assurance Plan - Monitoring methods to be used: Can we choose which monitoring methods we wish to use, how frequently they are used, and the associated forms to be used? Will the County provide us with the monitoring tools you wish us to use?

RESPONSE:

The Quality Assurance Plan shall be drafted by the CONTRACTOR for COUNTY’s review and approval within 30 days of the contract start date and any revisions thereafter. 7.7.8 Proposer’s Quality assurance plan (section) outlines the elements that are to be in that plan.

3. **QUESTION:**
- a. Will DCFS be offering any evidenced based training to providers given that it is necessary and at the same time expensive (budget does not cover enough training costs)?
 - b. Will DCFS provide the contractor with any evidence-based training?

RESPONSE:

While Evidence Based Practices are not Mandatory, DCFS supports and encourages Evidence Based services and, as funding permits, may provide trainings.

County of Los Angeles – Department of Children and Family Services
SAFE CHILDREN AND STRONG FAMILIES (SCSF) SERVICES (RFP # 11-053B)
QUESTIONS AND ANSWERS for SCSF SERVICES

CONTRACT RELATED QUESTIONS

❖ **BUSINESS PROPOSALS**

1. **QUESTION:** Section A – Executive Summary – Is there a page limit?

RESPONSE: Per RFP Part 7.0, Proposal Submission Requirements, Section 7.7, Business Proposal Format, page 24, “Executive Summary should not exceed 3 pages.”

2. **QUESTION:** Statement: Section 7.7 States in the **NOTE:** Section. NOTE: The limitation of 45 pages (for FP) and 35 pages (for PFF) for the business proposal format relates to the four (4) narratives, including the Executive Summary (Section A), the Proposer’s Qualifications (Section B), the Program Approach (Section C), and the Quality Assurance Plan (Section D). Proposer-created forms, diagrams, and other relevant attachments are allowable beyond the 45-page limit (for FP) and 35-page limit (for PFF), and may be attached at the end of each of the four (4) narratives. Page limitations for the above referenced sections will be enforced. Any section of a proposal that exceeds the required page limit will not be evaluated. For example, if the page limit is 10 pages for Section X, and the proposal has 11 pages in Section X, the 11th page will not be evaluated.

Question: It is clear that if the narrative exceeds the page limits it will not be evaluated, however it is not clear whether the attachments granted will be evaluated if they too exceed the page limit. If the attachments included following each narrative section exceed the page limit, will they be included in the evaluation of the proposal? Please clarify.

RESPONSE: Evaluators may consider attachments, provided that all attachments are referenced in the narrative sections of the proposal. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

3. **QUESTION:** Transmittal Letter – (page 37) – Does this go upfront or in Section F?

RESPONSE: The content and sequence of the proposal must be in the order as stated in the RFP, Section 7.7, Business Proposal Format. Please refer to Addendum One for changes made to Section 7.7.11.

4. **QUESTION:** Are we to address Green Initiatives (RFP page 34, item 7.7.9) within the narrative? Does this count towards our page limit?

RESPONSE: Proposers must address “Green Initiatives” within the narrative for the Quality Assurance Plan for each Statement of Work and it will count towards the page limit. Please refer to Addendum One for changes made to Sections 7.7.8 and 7.7.9.

5. QUESTION: Proposer will be evaluated on the verification of references provided in Section B.2 of the proposal. Proposers are allowed to use their contracts with other County Departments as references for this RFP. However, Proposers are NOT allowed to use their contracts with DCFS as a reference for this solicitation.

There is a subtle bias against small, community-based and faith-based organization that has focused its energies for two decades on family preservation and not pursued other government contracts outside of the family support mission. Can this bias be addressed with a broadening of the criteria for sources of reference?

RESPONSE: Please refer to Page 7 of Addendum One for changes made to the RFP, Section 8.4.1.2, “Proposers are allowed to use their contracts with other COUNTY Departments, local, State and Federal resources as references for this RFP.”

6. QUESTION: 7.7 Business Proposal Format (pg. 24) indicates that there is a page limit of 35 pages for PFF and 45 pages for FP for the four narratives of Section A, B, C and D. Following those sections are 7.7.9 “Proposer’s Green Initiatives” and 7.7.10 “Terms and Conditions in Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/or Exceptions to” (Section E) (pg 34-35). Are sections 7.7.9 and 7.7.10 included in the 35 and 45 page limitations? If not, are there page limitations for these sections? Sections A-D have a cumulative limit of 35 pages, but we don’t see limitations 7.7.9 and 7.7.10.

RESPONSE: Proposers must address “Green Initiatives” within the narrative for the Quality Assurance Plan for each Statement of Work and it will count towards the page limit. Please refer to Addendum One for changes made to Sections 7.7.8 and 7.7.9.

7. QUESTION: SECTION 7.7.5 PROPOSER’S QUALIFICATIONS (SECTION B), C. PROPOSER’S REFERENCE (SECTION B.2), page 29: For Partnerships for Families Services proposals, do we need 1 reference from specifically funded programs (i.e., CAPIT, APSS, PREVENTION & AFTERCARE SERVICES, ETC.)?

RESPONSE: No, please refer to Page 7 of Addendum One for changes made to the RFP, Section 8.4.1.2, “Proposers are allowed to use their contracts with other COUNTY Departments, local, State and Federal resources as references for this RFP.”

8. QUESTION: At the end of Section 7.7.11 on page 36 of the RFP, it mentions redacting personal information from resumes, but we're not clear on where resumes should be placed in the proposal. In the appendix (perhaps with Exhibit 26 that requires copies of licenses and certificates)? Or in Exhibit 24 (Organizational Data) in section F (see page 36 of RFP)? If not, what does go into Exhibit 24?

RESPONSE: Proposers are not required to submit resumes as part of their proposal. If proposer decides to include resumes as part of their proposal these should be placed in Exhibit 24 as part of the organizational data. Refer to RFP Part 7.0 Proposal Submission Requirements, Section 7.7.11, Business Proposal Required Forms, Section F, pages 35-36.

9. QUESTION: Are Organizational charts required, and if so, in what section? -For RFP #11-053B, 7.7.5.C, Page 29 – please confirm you want Exhibits 5 and 6 in Section B, behind the section B narrative as section B.2 and NOT in Business Proposal Required Forms – Section F (see page 36). Right now, those forms appear to be requested in two places.

RESPONSE: Organizational charts are required and should be placed in Exhibit 24, Organizational Data. The content and sequence of the proposal must be followed as stated in Section 7.7. Please refer to Addendum One for further clarification.

10. QUESTION: For RFP #11-053B, 7.7.5.E, Page 30 – please confirm that you would like financial documentation such as audits in proposal section B.4 and not as an attachment? These can be long attachments.

RESPONSE: Yes, financial documentation should be placed in Section B.4 of the proposal as stated in Section 7.7.5, Subsection E. Please refer to Addendum One for further clarification.

11. QUESTION: For RFP #11-053B, 7.7, page 24, please confirm that attachments go at the end of each narrative section for which they apply, for instanced monitoring forms go in an attachment right behind narrative section D, and NOT at the end of the proposal? E.g., letters of support and evidence of collaboration could go behind Section B.4?

RESPONSE: The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. All attachments should be referenced in the narrative sections of the proposal. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

12. QUESTION: For RFP #11-053B, 7.7.11, Page 35 – do you want the Transmittal Letter as the second item of the proposal (per page 25 of the RFP) and/or as Exhibit 2 in Section F? Also the Proposer's Organization Questionnaire/Affidavit (Exhibit) 1? Right now those items appear to be required in both places in the proposal.

RESPONSE: The content and sequence of the proposal must be in the order as stated in Section 7.7. Please refer to Addendum One for changes made to Section 7.7.11.

13. QUESTION: On page 24 in section 7.7 of the RFP, it stipulates that 12 point type should be used. Is there a problem if appendix items use different type (other than Arial) and a point size smaller than 12?

RESPONSE: No, formatting requirements are not applicable to the attachment section. Please refer to Addendum One for changes made to Section 7.7.

14. QUESTION: RFP, Page 35, Section 7.7.11, Business Proposal Required Forms - Exhibit 2, Transmittal Letter - To whom should the Transmittal Letter be addressed (name, title, and address)?

RESPONSE: Please refer to the RFP, Section 7.10, Proposal Submission.

15. QUESTION: Section 7.7.1, Page 25, Who signs the Last Page of Proposal? Will only partners, subcontractors, etc. that are fiscally involved in the program need to sign? Or do we include all partners?

RESPONSE: The Last Page of the Proposal should be signed by someone with authority to bind the Proposer in a Contract.

16. QUESTION: Are MOUs required or encouraged for proposals?

RESPONSE: Memoranda of Understanding (MOUs) are not required, but may be included as attachments. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. All attachments should be referenced in the narrative sections of the proposal. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

17. QUESTION: Can attachments be at the end of the document and referenced in the body of the narrative?

RESPONSE: Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. All attachments should be referenced in the narrative sections of the proposal.

❖ COST PROPOSALS

18. QUESTION: Family Preservation Cost Proposal Only - Evaluation of line item budget to each category to determine if the proposed cost and number of families proposed to be served are reasonable and sufficient. Where is the number of families to be identified in the budget and/or budget narrative?

RESPONSE: Proposers should enter the number of families to be served at the bottom of Page 2 of 2 of Exhibit 32 (for FP) and Exhibit 32-A (for PFF), Sample Line Item Budget Summary next to the line entitled, "Total Projected Number of Families to Be Served." The Budget Narrative, Exhibit 33, must follow the same sequence as the line item budgets.

19. QUESTION: After page 58 of the Family Preservation contract, the pages for the pricing schedule and budget narrative are both placeholders. How shall we then fill out and attach pricing and the budget narrative? Is there a form?

RESPONSE: Proposers should enter the number of families to be served at the bottom of Page 2 of 2 of Exhibit 32 (for FP) and Exhibit 32-A (for PFF), Sample Line Item Budget Summary next to the line entitled, "Total Projected Number of Families to Be Served." The Budget Narrative, Exhibit 33, must follow the same sequence as the line item budgets.

20. QUESTION: RFP, Page 37, Section 7.8, Cost Proposal Format, Exhibit 31, Price Sheet. A Price Sheet will not be required as part of the Family Preservation RFP response. As such, how is it possible to accurately determine if the proposed cost and number of families proposed to be served are reasonable and sufficient, as the RFP requires?

RESPONSE: Please refer to Addendum One, Attachment VIII, Family Preservation - Pricing Schedule, which has been added to the RFP.

21. QUESTION: RFP, Page 37, Section 7.8, Cost Proposal Format, Exhibit 32, Sample Line Item Budget and Exhibit 33, Budget Narrative. Where should Proposers identify the number of families to be served in the Budget and/or Budget Narrative?

RESPONSE: Proposers should enter the number of families to be served at the bottom of Page 2 of 2 of Exhibit 32 (for FP) and Exhibit 32-A (for PFF), Sample Line Item Budget Summary next to the line entitled, "Total Projected Number of Families to Be Served." The Budget Narrative, Exhibit 33, must follow the same sequence as the line item budgets.

22. QUESTION: Section 7.8 Cost Proposal Format, p. 37 – general question: there is no mention in this section about a price sheet or rates for FP Scope of Work services. Will DCFS provide this? Will the cost for Base Rate services increase?

RESPONSE: Please refer to Addendum One, Attachment VIII, Family Preservation - Pricing Schedule, which has been added to this RFP.

❖ **MISCELLANEOUS**

23. QUESTION: I am writing to inquire about RFP # 11-053B. I am a sole proprietor and Vendor for the County of Los Angeles. I also adopted two children through Los Angeles County Department of Children and Family Services, as well as a certified PS-MAPP Trainer and committed to children in need finding safe, permanent families. Given my connection to the foster care system and three years as Administrative Manager at a domestic violence intervention agency, where we advocated for children who witnessed abuse to remain with their families, rather than endure further harm from being detained by DCFS, I believe that I am a great candidate for this proposal. Would it possible to receive the previous tabulation sheet?

RESPONSE: Qualified proposers are welcome to submit proposal(s) for either or both of the Family Preservation (FP) program and Partnerships For Families (PFF) program, provided that they meet the minimum requirements set forth in the RFP, section 3.0 – Proposer’s Minimum Mandatory Requirements and subsections 3.1 and 3.2, Family Preservation Services and Partnerships for Families Services, respectively.

24. QUESTION: The Green Initiatives section is listed as 11.0 for the Family Preservation SOW but it is actually 19.0 for the Partnerships for Families SOW. Does this mean we only submit a Green Initiatives plan for the Family Preservation proposal?

RESPONSE: Proposers must address “Green Initiatives “within the narrative for the Quality Assurance Plan for each Statement of Work and it will count towards the page limit. Please refer to Addendum One for changes made to Sections 7.7.8 and 7.7.9.

25. QUESTION: RFP, Page 34, Section 7.79, Proposer's Green Initiatives - How does the Department define Green Initiatives?

RESPONSE: According to the Purchase of Environmentally Preferable Products (green Purchasing) Policy P-1050 and Board of Supervisors Policy No. 3.045 examples of practices that reduce waste are as follows:

- Using electronic communication instead of printed,
- Using double-sided photocopying and printing,
- Using rechargeable batteries,
- Streamlining and computerizing forms, and
- Re-using products such as, but not limited to, file folders, storage boxes, office supplies and furnishings.

26. QUESTION: Could you let us know where we can download the Statement of Work for Partnerships for Families RFP? In the RFP, it says it's Appendix B but I can't find it on the DCFS website.

RESPONSE: The RFP is posted on both ISD website and DCFS website. Due to size limitation of electronically attached documents, the entire RFP has been divided into three parts. 1) Request For Proposals (RFP), 2) Family Preservation (FP), and 3) Partnerships For Families (PFF). The PFF Statement of Work is included in the PFF attachment, right after exhibit L - Charitable Contributions Certification. The link to the DCFS contracts website is as follows: <http://lacdcfs.org/contracts/index.html>. If you are still having difficulties please send an email to DCFS PSSFFSCSF@dcfs.lacounty.gov as designated in Section 5.2 of the RFP.

27. QUESTION: "The County of Los Angeles seeks to collaborate with its community partners..." Can the County reconcile this competitive process in a manner consistent with this basic value and principle presented as the very first sentence on Page 1?

RESPONSE: DCFS collaborated with community partners during this RFP process. DCFS conducted two Stakeholders' conferences in February and April 2015, to address concerns from community organizations. Input and recommendations were received during these two conferences of which many were incorporated in the RFP.

28. QUESTION: B.2 – Proposer's Reference: Exhibit 5 – References – FIVE (5) where the same or similar scope of services was provided – Page 41 says we may not use DCFS as reference, but may use other County departments – If a Proposer is a subcontractor to another non-profit organization with a Federal, State, County or City contract, may the Proposer use that agency as a Reference?

RESPONSE: Please refer to Page 7 of Addendum One for changes made to the RFP, Section 8.4.1.2, "Proposers are allowed to use their contracts with other COUNTY Departments, local, State and Federal resources as references for this RFP."

29. QUESTION: Are PDF signatures acceptable for this proposal? Or is DCFS looking for a "wet signature"?

RESPONSE: Electronic or PDF signatures are not acceptable for this proposal. All forms in the RFP that required signatures will need to be signed in ink by Proposers' authorized personnel.

30. QUESTION: On page 41 of the RFP in section 8.4, it talks about references. While we know

that contact information for five references is required, are letters of reference also allowed? What about letters of intent to collaborate or other letters of support?

RESPONSE: Letters of reference and letters of intent are allowed and may be placed in the Attachments Section. The Attachment Section is limited to 20 pages and may be included after the Quality Assurance Plan. All attachments may be referenced in the narrative sections of the proposal. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

31. QUESTION: RFP, Page 30, B.4, Financial Capability - Our Audited Financial Statements for the year ending June 30, 2015 will not be ready by the RFP deadline of December 1. May we submit unaudited statements for the year ending June 30, 2015 and three prior year audited statements (FY 13-14, FY 12-13, FY 11-12)?

RESPONSE: Please refer to addendum one for changes made to Section 7.7.5, Subsection E1. "Provide copies of Proposers most current and prior two fiscal years (for example: 2014 and 2013) audited financial statements available for the last three years or fiscal periods with the latest not more than 18 months old at the time of submission, which shall be in accordance with American institute of Certified Public Accountants listing of General Accepted Accounting Principles."

32. QUESTION: SECTION 7.2 RFP Timetable, p. 21 [RFP Timelines table], under Family Preservation section, first column, last row, "Anticipated Contract Start Date," indicates "July 1, 2017." Does this mean that current providers will receive an extension until June 30th 2017?

RESPONSE: If the current solicitation process cannot be completed by June 30th, 2016, there is a possibility that the current FP contracts will be extended until such time when the solicitation is completed and contracts are awarded.

33. QUESTION: SECTION 7.7.5 Proposer's Qualifications (Section B.2), C. Proposer's Reference, p. 29, paragraph three, bullet point three, it states, "the Department is unable to reach the point of contact with reasonable effort. It is the Proposer's responsibility to inform the point of contact of normal working hours." Will DCFS contact agencies if a reference has not been reached with reasonable effort? When does DCFS plan on contacting references? This information would be helpful so that agencies can communicate this to potential references.

RESPONSE:

- a. No, the County will not contact agencies if a reference has not been reached with reasonable effort. Please refer to Addendum one for changes made to Section 7.7.5, Subsection C "It is the Proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. The same references may be listed on both forms: Appendix D, Required Forms, Exhibit 5, Prospective Contractor References and Appendix D, Required Forms, Exhibit 6, Prospective Contractor List of Contracts."
- b. The COUNTY will call Proposer's references, listed on Exhibit 5, Prospective Contractor References, within 5-10 business days after the proposal submission deadline. When contacting a reference, a total of three contact attempts will be made. Two contact attempts will be conducted via telephone, the third attempt, if necessary will be conducted via electronic mail."

34. QUESTION: Can we use a County Program Manager, from one of other DCFS programs, as a reference?

RESPONSE:

No, Proposers are **not allowed** to use their contracts with DCFS as a reference in Section 8.4.1.3 of the RFP (Page 41). However, as indicated in Addendum One for changes made to Section 8.4.1.2, "Proposers are allowed to use their contracts with other COUNTY Departments, local, State and Federal resources as references for this RFP."

35. QUESTION: I am reviewing your Request for Proposals information on the Family Preservation program. You indicate on page 11, Section 3.0, that "Proposer must be a non-profit social service organization founded for religious, charitable or social welfare purposes or a public entity and be tax exempt under 501 (c)(3) of the Internal Revenue Code." For the Wraparound Approach Services proposals and contracts, DCFS did not require agencies to be non-profit, why is this different for Family Preservation proposals contracts?

RESPONSE:

The RFP for Family Preservation services is limited to non-profit organizations.

36. QUESTION: CDSS in their regulations regarding the purchase of services (MPP 23.602.5) requires counties to follow national policy to award a fair share of businesses to small, minority, and women owned firms. What steps are being taken in this procurement process to meet this goal?

RESPONSE:

The County maintains a policy consistent with MPP 23-602.5. County Board Policy Number 5.010 entitled "CBE Utilization Goals

*for County Contracts.” CBE is an acronym for Community Business Enterprise. In 1994, the Board renamed its *Minority and Women-Owned Business Enterprise Program* to the “Los Angeles County Community Business Enterprise Program.” County policy establishes a goal of 25% participation by CBE certified vendors in county procurement and contracting activities. The 25% is determined by the total dollars awarded. The CBE program includes minority and women owned businesses. In order to facilitate participation in the CBE program, a business must be certified as minority, women, disadvantaged or a disabled veteran business enterprise.*

37. QUESTION: The RFP requires that a firm bid be submitted, good for 180 days past submission. However, the contract is not scheduled to start for 13 months (395 days) past submission. Many things can change in a year. How can this be reconciled?

RESPONSE: Please refer to changes made to RFP Section 7.10 “All proposals should be firm offers and may not be withdrawn for a period of 18 months following the last day to submit proposals.”

38. QUESTION: References: Does it mean no FPN contract references or is it DCFS in totality? Is it up to 5 references or is it mandatory to have 5 references to meet the qualification? What is personal effort? Will the County use other forms of communication beside telephone (email, fax)?

RESPONSE:

- a. No, Proposers are **not allowed** to use their contracts with DCFS as a reference in Section 8.4.1.3 of the RFP (Page 41). However, as indicated in Addendum One changes made to Section 8.4.1.2, “Proposers are allowed to use their contracts with other COUNTY Departments, local, State and Federal resources as references for this RFP.”
- b. Exhibit 5, Prospective Contractor References, is a required form. Proposers are required to submit a list of five (5) References where the same or similar scope of services were provided in order to meet the requirements stated in the solicitation.
- c. The COUNTY will call Proposer’s references, listed on Exhibit 5, Prospective Contractor References, within 5-10 business days after the proposal submission deadline. When contacting a reference, a total of three attempts will be made. Two attempts will be conducted via telephone and the third attempt, if necessary, will be conducted via electronic mail.

39. QUESTION: Cost Proposal: Will the evaluators review both cost + business proposals together? If not, how can a proposal be effectively evaluated for appropriate

service + cost?

RESPONSE:

- a. No, the cost and business proposals will be evaluated separately.
- b. DCFS follows Countywide guidelines for open competitive solicitations and evaluating the business and the cost proposals separately is the preferred method to conduct evaluations in such solicitations.

40. QUESTION: Will evaluators have experience in FP like SVCS to accurately review submitted proposals? How can DCFS ensure non-discriminatory practices when evaluating? Does DCFS require evaluators to divulge their relationship with CBO's, Agency etc?

RESPONSE:

All evaluators will be trained and given the same instructions in order to evaluate proposals assigned. A program presentation will be conducted during the evaluator training for each one of the programs. Evaluators will be required to disclose their relationship(s), if any, with the proposer(s).

41. QUESTION: Regarding range of contract award amounts, can an agency bid for an amount over the maximum without point deduction, penalization, and/or disqualification?

RESPONSE:

Proposer should propose a funding amount with the range delineated on page 5 of the RFP to avoid any possible point deduction. Proposer should submit a line item budget which reflects the capacity of their agency to provide the services proposed. Please refer to Addendum One for changes made to Section 8.5.1.

42. QUESTION: We got on DMH master list in 2014, we served 250 individuals this last year using a theory similar to Core Practice with 98% success rate, with 98% of family receiving treatments did not have subsequent incidents of child abuse; 99% show decrease symptom; 99% enhanced parenting skill; 95% show improvement after first session, 95% family unification. My question is we have a PFS contract with DMH and VC. Can we still bid? I did not read anywhere that this would exclude us. Since we have these contracts, will you contact me at the website? Thank you.

RESPONSE:

Yes, a proposer is not excluded if they meet the Proposer's Minimum Mandatory Requirements as stated in the RFP Section 3.0, subsections 3.1 and 3.2, Family Preservation Services and Partnerships for Families Services, respectively.

43. QUESTION: If there is a question that is asked today and not answered around October 20th, will there be other opportunities to re-ask that question or get an answer?

RESPONSE: RFP section 7.2 – RFP Timetable – states that the deadline to submit written questions was October 2, 2015. Proposers also had the opportunity to ask further questions during the Proposers' Conference on October 8, 2015, which was the last day that proposers could submit questions. The conferences were recorded and staff reviewed the recordings to ensure all questions asked were captured and included in this attachment IX to Addendum One.

❖ **PROPOSAL SUBMISSION REQUIREMENTS**

44. QUESTION: Where in the proposal do we attach Exhibits 5, 6, 7? Pg.29 appears to indicate they would be attached at the end of the Business Proposal Section B as attachments and Section F pg. 35 indicates they are to be submitted in Section F: Business Proposal Required Forms. Do you want them submitted in both places or may we submit in one place and reference the other? If so, in which place should we submit?

RESPONSE: Exhibits 5, 6, and 7 should only be included once and follow the content and sequence of the proposal in the order as stated in Section 7.7. Please refer to Addendum One for changes made to Section 7.7.11.

45. QUESTION: Section 7.7 Business Proposal Format (pgs. 24-25) indicate proposers are required to submit Exhibit 1 Proposer's Organization Questionnaire twice in the Business Proposal Format, once in the beginning (as stated on page 25) and then again in Section F: Business Proposal Required Forms as stated on page 35. Do you want it submitted in both places, or can we submit in one place and reference the other? If so, in which place should we submit?

RESPONSE: Proposer's Organization Questionnaire should only be included once and follow the content and sequence of the proposal in the order as stated in Section 7.7. Please refer to Addendum One for changes made to Section 7.7.11.

46. QUESTION: Section B, subsection E: Financial Capability and Exhibit 22 in Section F: Business Proposal Required Forms both our audited financial statements. Do you want them submitted in both places or may we submit in one place and reference the other? If so, in which place should we submit?

RESPONSE: Financial statements should only be submitted once and follow the content and sequence of the proposal in the order as stated in Section 7.7. Please refer to Addendum One for changes made to Section 7.7.11.

47. QUESTION: Is the Transmittal Letter to be submitted in two places? Once in the beginning after the Proposer's Organization Questionnaire (reference page 25) and again in Business Proposal Required Forms (reference page 35) Do you want it submitted in both places, or can we submit in one place and reference the other? If so, in which place should we submit?

RESPONSE: The Transmittal Letter should only be included once and follow the content and sequence of the proposal as stated in Section 7.7. Please refer to Addendum One for changes to Section 7.7.11.

48. QUESTION: While there are no limits to the appendix pages, to what extent do we use Appendices to support our Proposal? Do we include:

- a. Training manuals from training required by staff?
- b. Contracts from partners to reflect partnerships?
- c. Letters of support or MOUs from community partners that support our Proposal?

RESPONSE: Please refer to Addendum One for changes made to Section 7.7. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. All attachments should be referenced in the narrative sections of the proposal. Examples include Memorandums of Understanding (MOUs), letters of support, Proposer-created forms, diagrams, and other relevant attachments.

49. QUESTION: The minimum qualifications state that a proposing entity needs to be a 501(c)(3) Non-profit. For entities who are not (i.e., California MENTOR), would this bar us from applying, and/or could this minimum qualification be amended?

RESPONSE: This RFP for SCSF is limited to non-profit organizations. Qualified proposers are welcome to submit proposal(s) for either or both of the Family Preservation (FP) program and Partnerships For Families (PFF) program, provided that they meet the minimum requirements set forth in the RFP, section 3.0 – Proposer's Minimum Mandatory Requirements and subsections 3.1 and 3.2, Family Preservation Services and Partnerships for Families Services, respectively.

50. QUESTION: Are there any formatting restrictions regarding charts, graphs, etc. included in the narrative statements (i.e., color versus black & white, must obey strict margins, etc.)?

RESPONSE: No, formatting requirements are not applicable to the attachment section. Please refer to Addendum One for changes made to Section 7.7.

51. QUESTION: Will the County consider moving the November 3rd deadline for submission of Proposals for Partnerships for Families given that the answers to questions will not be released until on or about October 20, 2015?

RESPONSE: Please refer to Addendum One. The RFP Timeline, Section 7.2 has been revised to reflect December 1, 2015; 12 p.m. PST, as the new deadline for proposal submission for Partnerships for Families.

52. QUESTION: Are scoring sheets available?

RESPONSE: No, Proposer's evaluation instruments (scoring sheets) are not available at this time.

53. QUESTION: Identify training and criteria of reviewer.

RESPONSE: All evaluators will be trained and given the same instructions in order to evaluate proposals assigned. A program presentation will be conducted during the evaluator training for each one of the programs.

54. QUESTION: Our listing of Charitable Contributions for fiscal year 2014-15 will not be ready from our tax preparer by the Proposal deadline of December 1st. May we submit the most recent listing from fiscal year 2013-14?

RESPONSE: Yes, the most recent listing of Charitable Contributions is acceptable.

55. QUESTION: Can one agency apply for all locations with separate budget sections for each area? Or is a separate complete Proposal needed for each area (i.e., SPA 1, SPA 2, etc.) as needed?

RESPONSE: RFP, Proposal Submission Requirements, Section 7.0, paragraph two states "Proposers may apply for one or both service categories. A separate and complete proposal (Business and Cost) must be submitted for each geographic catchment area or Service Planning Area where the Proposer plans to provide SCSF services. Zip codes are included for each service area and SPA as Technical Exhibits to the SOWs."

56. QUESTION: Will site visits be considered as part of the evaluation process?

RESPONSE: No, site visits are not part of the evaluation process.

57. QUESTION: Can DCFS limit attachments to 30 pages in total?

RESPONSE: Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One. Attachments should not exceed 20

pages. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. All attachments should be referenced in the narrative sections of the proposal. Examples include Memorandums of Understanding (MOUs), letters of support, Proposer-created forms, diagrams, and other relevant attachments.

58. QUESTION: Due to the Addendum not coming out until October 20th, will the proposal submission deadline for Family Preservation be extended beyond December 1st?

RESPONSE: The submission date for Family Preservation has been extended to January 15, 2016 at 12 p.m. PST as indicated in the RFP Timeline, Section 7.2, Attachment I to this addendum.

59. QUESTION: Are copies of proposed staff, resumes and licenses required?

RESPONSE: No, proposers are not required to submit resumes as part of their proposal.

60. QUESTION: Are copies of all licenses held by the proposing organization required?

RESPONSE: Proposer should include business licenses and permits. Please refer to changes made in Addend One for Section 7.7.11.

61. QUESTION: Does the executive summary have a page limit?

RESPONSE: Yes, please refer to RFP section 7.7, Business Proposal Format. "The Executive Summary should not exceed three pages."

62. QUESTION: Can attachments be at the end of the documents referred in the body of the narrative?

RESPONSE: Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One. Attachments should not exceed 20 pages. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. All attachments should be referenced in the narrative sections of the proposal. Examples include Memorandums of Understanding (MOUs), letters of support, Proposer-created forms, diagrams, and other relevant attachments.

63. QUESTION: Regarding the 5-page limit on the Quality Assurance Plan - Are the page limits truly the page limits? If the attachments will be read and scored that defeats the purpose of page limits.

RESPONSE: Evaluators may consider attachments, provided that all attachments are referenced in the narrative sections of the proposal. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

❖ **REQUIRED FORMS**

- 64. QUESTION:**
- a. SCSF RFP #11- 053B Required Forms, Page 27, Exhibit 24 - Organizational Data, What should be addressed/included in Exhibit 24 – Organizational Data? I was not able to find a description.
 - b. Exhibit 24: organizational data. Please provide specifics regarding what you require in this exhibit. Are you requesting an organizational chart? If so, would an org. chart that includes our agency-wide senior leadership team and then the proposed program leadership and direct service providers suffice? Our entire agency org chart is hundreds of pages; do you want the entire document?
 - c. Proposer’s Organization Questionnaire/Affidavit –
 - Exhibit 1 Form - Does this go upfront or in Section F
 - Certificate of Good Standing - Does this go upfront or in Section F?
 - Statement of Information - Does this go upfront or in Section F?

RESPONSE:

- a. Exhibit 24, Organizational Data – should include the agency’s organizational chart with the organization’s executives, Contractor’s Program Manager, and staff anticipated to work on this contract. Prospective contractor shall include copies of job descriptions for each staff position anticipated to work under the contract.
- b. Exhibit 24, Organizational Data – Please refer to response above.
- c. Proposer’s Organization Questionnaire/Affidavit – The content and sequence of the proposal must be followed as stated in Section 7.7. Please refer to Addendum One for changes made to 7.7.11.

- 65. QUESTION:** On Exhibit 15 (Appendix D: Required Forms – page 18), what is meant by “Commitments” and “Potential Commitments”?

RESPONSE: According to the California Department of Social Services (CDSS) Management and Office Procedures, Purchase of Service, Section 23-610.15.N, a proposer is required to list any commitments and potential commitments which may impact assets, lines of credit, guarantor letters, or otherwise affect the proposer’s ability to

perform the contract. Please refer to Addendum One for changes made to RFP, Section 7.7.5.E.2.

66. QUESTION: Are there any additional instructions for Exhibit 24 (Appendix D: Required Forms – page 27) in terms of specific data we should include?

RESPONSE: Exhibit 24, Organizational Data – should include the agency’s organizational chart with the organization’s executives, Contractor’s Program Manager, and staff anticipated to work on this contract. Prospective contractor shall include copies of job descriptions for each staff position anticipated to work under the contract. Please refer to Addendum One changes made for Section 7.7.11.

67. QUESTION: Will DCFS provide fillable forms /word document for the Required Forms? If so, when?

RESPONSE: Word documents will not be provided. Replication of any form is permitted as long as the replication is an exact or nearly exact copy of the form and includes ALL of the information on the RFP form. The Proposer is responsible for making sure that forms contain all requested information.

68. QUESTION: Ref: 7.7.1: Last Page of the Proposal: Will the county provide a fillable form? (CEW)

RESPONSE: Word documents will not be provided. Replication of any form is permitted as long as the replication is an exact or nearly exact copy of the form and includes ALL of the information on the RFP form. The Proposer is responsible for making sure that forms contain all requested information.

69. QUESTION: Do we have to use your Exhibit 5 form, or can we use our own excel spreadsheet providing the requested information? Same question for Exhibit 19.

RESPONSE: Word documents will not be provided. Replication of any form is permitted as long as the replication is an exact or nearly exact copy of the form and includes ALL of the information on the RFP form. The Proposer is responsible for making sure that forms contain all requested information.

70. QUESTION: Exhibit 16 is entitled “Sample” Board of Directors Resolution”. Our Board of Directors is not scheduled to meet until after the proposal deadline and, as a state-wide organization, we may not be able to convene for the sole purpose of this resolution. Would you accept a more general letter stating that the board authorizes the filing of proposals deemed suitable by the senior leadership team

of our organization, attested to by the appropriate Principal Owner, Officer, or Manager responsible for the submission?

RESPONSE: In this instance, a letter from your organization should be sufficient until such time of your next Board meeting where the "Sample" Board of Directors shall be submitted.

71. QUESTION: APPENDIX D: LIST OF REQUIRED FORMS, page 2: Will we receive electronic copies of each form that can be completed on a computer? All of the forms are currently in PDF form, with no capability to add computer generated responses.

RESPONSE: Word documents will not be provided. Replication of any form is permitted as long as the replication is an exact or nearly exact copy of the form and includes ALL of the information on the RFP form. The Proposer is responsible for making sure that forms contain all requested information.

72. QUESTION: Section 7.7.11, page 35 states: "Proposal shall include all completed, signed, and dated forms identified in Appendix D - Required Forms, as follows": Question: If using subcontractors, are any of the required forms listed in Appendix D also required of proposed subcontractors?

RESPONSE: No, at the point of proposal submission there are no requirements for proposed subcontractors to submit any required forms.

73. QUESTION: Appendix D - Required Forms – Exhibit 26, page 29 states "Proposer must submit copies of all licenses and permits necessary for the provision of the specified services": Question: Can you offer more specifics as to the types of licenses, certifications and permits that should be included?

RESPONSE: Proposer should include business licenses and permits. Please refer to changes made in Addend One for Section 7.7.11.

74. QUESTION: RFP, Page 36, Section 7.7.11, Business Proposal Required Forms - Exhibit 16, Board of Directors Resolution, requests the name, title and signature of the principal owner, an officer, or manager responsible for submission of the bid or proposal to the County. There is room for four signatures. How many Board members are supposed to sign this form? May it be one or two Board members instead of four

RESPONSE: A quorum of Board members must sign the Board of Director's Resolution. The number of Board members that are supposed to sign Exhibit 16, Board of Directors Resolution, will vary depending upon what constitutes a quorum of Board members for your organization.

75. QUESTION: General Required Forms question - Must all information be listed on the specific Required Forms provided by the County, or can these documents be

generated/created by the Proposer? For example, must Exhibit 18 be used to show the Listing of Revenue Sources or must Exhibit 19 be used to show the current Board Members of the organization, OR can a Proposer create their own forms as long as the required information is included in the self-generated forms?

RESPONSE: Word documents will not be provided. Replication of any form is permitted as long as the replication is an exact or nearly exact copy of the form and includes ALL of the information on the RFP form. The Proposer is responsible for making sure that forms contain all requested information.

76. QUESTION: Re: RFP, Page 30, Item E.2 – Can we have clarification of “Potential Commitments”? Please provide an example.

RFP, Item E.2 – List of potential commitments that may impact assets, line of credit, guarantor letters, etc., and that may affect the Proposer’s ability to perform the Contract.

RESPONSE: According to the California Department of Social Services (CDSS) Management and Office Procedures, Purchase of Service, Section 23-610.15.N, a proposer is required to list any commitments and potential commitments which may impact assets, lines of credit, guarantor letters, or otherwise affect the proposer’s ability to perform the contract. Please refer to Addendum One for changes made to RFP, Section 7.7.5.E.2.

77. QUESTION: Exhibit 18 – What is meant by “Revenue Source”? There is a separate exhibit to provide a list of contracts, so can you please provide clarification of “revenue sources”. Please provide an example.

RESPONSE: Revenue sources which are not listed as part of Exhibit 6 “Prospective Contractor list of Contracts” should be included in this form i.e. fundraising, grants, revenues from investments, etc.

78. QUESTION: Exhibit 24 – What should be included under organizational data?

RESPONSE: Please refer to Addendum One, Section 7.7.11 to changes to Exhibit 24, Organizational Data – should include the agency’s organizational chart with the organization’s executives, Contractor’s Program Manager, and staff anticipated to work on this contract. Prospective contractor shall include copies of job descriptions for each staff position anticipated to work under the contract.

79. QUESTION: Exhibit 26 – What specific licenses or permits are you referring to? Are these organizational level document or individual staff documents?

RESPONSE: Proposer should include business licenses and permits. Please

refer to changes made in Addendum One for Section 7.7.11.

80. QUESTION: Regarding Litigation – We are part of a program of a large hospital which has pending litigation regarding patient care and related issues, etc. This type of litigation has no bearing on our ability to provide the required services. Does this information need to be included? There is no litigation related specifically to the program or services.

RESPONSE: Yes, the information needs to be included because the requirement is for the organization and not the specific program or services. . Provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or principals of the Proposer as indicated in Section 7.7.5.D.

81. QUESTION: Please clarify the list of commitments and how it's scored?

RESPONSE: The list of commitments and potential commitments will not be scored but will be reviewed before any tentatively selected contractor is determined to be a responsible contractor and recommended to the Board of Supervisors.

❖ SELECTION PROCESS AND EVALUATION CRITERIA

82. QUESTION:

- a. Forms, diagrams and other relevant attachments are allowable beyond the page limits, at end of each section Will this material be read and be considered in scoring? Does the Department want to see, and give favorable scoring to the presentation of all the forms used in record-keeping (referral forms, assessment forms, service planning forms, service delivery forms, etc.) included in proposals?
- b. RFP, Page 41, Section 8.4, Business Proposal Evaluation and Criteria - Will forms, diagrams and other attachments beyond the page limits be considered in scoring?

RESPONSE: Evaluators may consider attachments, provided that all attachments are referenced in the narrative sections of the proposal. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

83. QUESTION: Page 41 states: “Any reviews conducted during the evaluation of the proposal may result in a point reduction”. What does this mean to a proposal that, in good faith, files a Disqualification Review?

RESPONSE: The point deduction is not applicable to the Disqualification Review process.

84. QUESTION: A review will be conducted to determine the significance of any litigation or judgments pending against the Proposer provided in Section B.3 of the proposal. Does having absolutely no litigation or judgments result in an “Exceeds” evaluation or a “Meets” evaluation? If “Meets”, then what constitutes an “Exceeds” scoring?

RESPONSE: “A review” of any litigation or judgments does not constitute an evaluation. This is part of the pass/fail responsiveness review for required forms as stated in RFP, Section 8.2, Adherence to Minimum Requirements (Pass/Fail).

85. QUESTION: Evaluation of the proposer’s financial capability is based on information provided in Section B.4 of the proposal. Evaluation may include the use of financial ratios for aiding in the determination of financial health.

The long-term financial viability of the Proposers in the previous RFP disregarded and devalued the cash and other financial and nonfinancial resources directly available for Family Preservation and PFF Program services for families in their community of faith-based and other organizations that must, by federal and state law, be held at arms-length from the charitable work of the non-profit social welfare organization. Can the County modify its criteria to consider these family preservation service resources in its evaluation?

RESPONSE: Audited Financial Statements are required pursuant to Chapter 23-600 [specifically 23-610 (L)] of the CDSS Management and Office Procedures regulations. Therefore, the County does not intend to modify this requirement as it is the best way to determine the fiscal stability of competing agencies.

86. QUESTION: Family Preservation Only - The evaluation of “reasonable and sufficient number of families to be identified” is problematic, once again, since Proposers are bidding on 5 distinct program approaches within the one **Family Preservation Services Program**. These 5 program approaches make a “Cost Proposal” judgment of a) number of families and b) average cost per family to be served flawed and unsupported in any future Appeal. The question is: Which of the following will be scored higher in an evaluation of a Cost Proposal (disconnected to the Business Proposal):

AGENCY	X	Y
Budget Amount	\$500,000	\$500,000
FP Assessment: ERCP	24 Families: 1 Month Each	240 Families: 1 Month Each
FP Assessment: Regional Office	24 Families: 1 Month Each	240: 1 Month Each
FP Intervention: Alternative Response	90 Families: 3 Months Each	12 Families: 3 Months Each
FP Intervention: Open DCFS/Probation Cases	48 Families: 6 Months Each	12 Families: 6 Months Each
FP Intervention: Intensive Family Preservation	12 Families: 9 Months Each	0 Families
TOTAL FAMILIES TO BE SERVED	198 FAMILIES	504 FAMILIES
AVERAGE COST PER FAMILY.....	\$2,525.25	\$992.06

Will a Proposer X that proposes a balanced Family Preservation Services program lose points to a Proposer that disproportionately proposes to provide Upfront Assessments to ERCP and Regional ER?

RESPONSE: We cannot address the specifics of your questions at this time as they relate to the confidential evaluation process. In general, Proposers should submit a line item budget and budget narrative, which reflects the capacity of their agency in providing services as delineated in the FP SOW. Please refer to Addendum One for changes made to Section 8.5.1.

87. QUESTION: RFP, Pages 41 and 42, Sections 8.4 and 8.5, Business Proposal Evaluation and Criteria and Cost Proposal Evaluation Criteria - The number of points for each evaluated section are not stated, only the percentages. In addition, we do not have information regarding the number of points that will be awarded for each item that will actually be evaluated. This information is needed so proposers can write about their programs competitively.

RESPONSE: DCFS provided percentages within the RFP, which complies with Countywide guidelines for open competitive solicitations and the weights indicated in percentages is the preferred method in expressing weights for such solicitations.

88. QUESTION: RFP, Page 42, Section 8.4.1.4 - "Evaluation may include the use of financial ratios for aiding in the determination of financial health." Can we or our auditors include notes to explain a deficit including how it is mitigated? Will the notes be considered in the evaluation or is this a strict mathematical response?

RESPONSE: The evaluation instruments call for strict calculations of the various ratios involved in an agency's financial health, which are then assessed as belonging to one of four numerical ranges that are designated as "marginal", "Satisfactory", "Highly Satisfactory", and "Outstanding". Point values are assigned to these designations. The evaluation instruments do not provide room for interpretation of mitigating factors in any Proposer's notes attached to the Financial Statements.

89. QUESTION: RFP, Page 42, Section 8.4.1.4 - "Evaluation may include the use of financial ratios for aiding in the determination of financial health." What are the acceptable ranges for the financial ratios?

RESPONSE: The acceptable ranges of the financial ratios cannot be disclosed, because they are part of the evaluation instruments, which are confidential. The County will, however, rate each agency's ratios on a continuous scale of ratio values with upper and lower values for four categories: "Marginal", "Satisfactory", "Highly Satisfactory", and "Outstanding". The exact ranges of ratio values are also confidential because they are part of the confidential evaluation instrument.

90. QUESTION: RFP, Page 42, Section 8.4.1.4 - "Evaluation may include the use of financial ratios for aiding in the determination of financial health." Are the financial ratios calculated on unrestricted, or on total funds?

RESPONSE: According to DCFS Contract Accounting, the financial ratios are calculated on the unrestricted funds.

91. QUESTION: RFP, Page 42, Section 8.5, Cost Proposal Evaluation Criteria - The Quality Control section is weighted at only 10%, of the total possible points in the evaluation, while the Cost Proposal is 20% of the total possible points. We are not bidding for a material, we are bidding for a human service. Since the Cost Proposal and Business Proposal are reviewed separately, how can you get a true sense of the value of the service that is provided? For example, an organization that is investing in training its staff in order to provide a high quality of service may exceed in various sections of the Business Proposal, but at the same time be penalized in the Cost Proposal for that same high quality of service, because the cost of delivering it is higher.

RESPONSE: DCFS follows Countywide guidelines for open competitive solicitations and evaluating the business and the cost proposals separately is the preferred method to conduct evaluations in such solicitations.

Please note that the proposal's final score constitute the total points from each section (qualifications, approach, assurance plan and cost). Therefore each section is counted towards the proposal's final score. Even though cost is taken into consideration for this RFP, cost is not the only component.

92. QUESTION: How can DCFS ensure that those individuals involved in the grant evaluation process will be familiar with the scope of work so as to avoid docking points on sections that do not pertain to the particular program (like what happened last time that greatly affected the awarding of grants)???

RESPONSE: All evaluators will be trained and given the same instructions in order to evaluate proposals assigned. A program presentation will be conducted during the evaluator training for each one of the programs.

93. QUESTION: Is the responsibility of the Proposer to "inform references or help DCFS succeed in their calls?

RESPONSE: No, it is not the Proposer's responsibility to help DCFS succeed in their calls. Proposer's responsibility is listed in the RFP, Section 7.7.5 Proposer's Qualifications, Subsection C Proposer's Reference (Section B2) as follows, "It is the Proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate."

94. **QUESTION:** Will attachments to Sections B, C, and D be reviewed and scored, thereby defeating the page limits?

RESPONSE: Evaluators may consider attachments, provided that all attachments are referenced in the narrative sections of the proposal. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

95. **QUESTION:** I asked at previous bidders' conference a series of questions regarding the budget and the decision to separate the review of cost and business proposal – these same questions apply here also.

RESPONSE: The business and cost proposals will be evaluated separately. DCFS follows Countywide guidelines for open competitive solicitations and evaluating the business and the cost proposals separately is the preferred method to conduct evaluations in such solicitations.

96. **QUESTION:** Please clarify who we can submit as references – as written it appears we must use public entities – many organizations will not have five contracts with other than DCFS – this will eliminate smaller organizations what's the impact on scoring small agencies?

RESPONSE: Please refer to Section 7.7.5.C.1 Proposer must provide five (5) references where the same or similar scope of services was provided. In addition, please refer to Addendum One for changes made to Section 8.4.1.2, page 4, "Proposers are allowed to use their contracts with other COUNTY Departments, local, State and Federal resources as references for this RFP."

97. **QUESTION:** If you're not requesting MOUs or Letters of Support – how will you verify collaboration?

RESPONSE: MOUs or Letters of Support are not required; however the proposer may include such documents as part of their attachments.

Evaluators may consider attachments, provided that all attachments are referenced in the narrative sections of the proposal. The Attachment Section is limited to 20 pages and should be included after the Quality Assurance Plan. Please refer to changes made to Section 7.7, Business Proposal Format, in Addendum One.

98. **QUESTION:** How are you verifying minimum qualifications? Or is it just that I say we met the standard?

RESPONSE: In addition to the narratives, minimum qualifications are supported by the documentation submitted in the proposals, i.e. Statement of Information as filed with the state of California, verification of

references, etc.

99. QUESTION: Does the contract reassure a local evaluator for evidence based program efforts?

RESPONSE: If you are referring to the evaluators, all evaluators will be trained and given the same instructions in order to evaluate proposals assigned. A program presentation will be conducted during the evaluator training for each one of the programs. If you are not referring to the evaluators, it is unknown what is meant by "local evaluator..." therefore, we cannot respond to this question

100. QUESTION: Will there be an exception to the financial rule for smaller organizations cannot justify via revenue the upfront cost for annual audit? Or whose revenue amounts don't justify the audit?

RESPONSE: Audited Financial Statements are required pursuant to Chapter 23-600 [specifically 23-610 (L)] of the CDSS Management and Office Procedures regulations. Therefore, the County does not intend to modify this requirement as it is the best way to determine the fiscal stability of competing agencies.

101. QUESTION: How are references from public officials viewed – to the extent they speak to the valuable work the agency is doing in the community?

RESPONSE: Endorsements will not be taken into consideration, please refer to RFP, Section 7.7.5, Subsection C1 "Proposer must provide five (5) references where the same or similar scope of services was provided."

102. QUESTION: Range of Contractor Amounts – will proposer be marked down if request high amount? What is the scoring for this?

RESPONSE: Proposer should stay within the contract amounts delineated in page 5 of the RFP. Proposer should submit a line item budget which reflects the capacity of their agency to provide the services proposed. Please refer to Addendum One for changes made to Section 8.5.1 and 8.5.2.

103. QUESTION: Criteria of reviewing? Evaluation instrument?

RESPONSE: Proposer's evaluation instruments (scoring sheets) are not available until the debriefing phase of the solicitation process. Only those proposals that were not selected are eligible to receive a debriefing.

104. QUESTION: The scoring of the business plan and the cost proposal is problematic as are the incentives backed into the scoring around number of families served. For

example in the business proposal I could speak to our plan for providing each of the five FP services (Intensive FP, Open Case FP, ARS, UFA and ERCP UFA) in detail and with the scoring incentive of families served, on the cost proposal I could propose to provide services to one intensive FP family, once FP family, one ARS Family, one ERCP UFA and then three hundred and twenty UFAs. Claiming to serve 324 families. I would recommend having minimums for each of the five services, in particular FP and ARS in order to get agencies to propose balanced programs and for DCFS to get the services to their families that they expect. How will the Department reconcile this flaw?

RESPONSE: We cannot address the specifics of your questions at this time as they relate to the confidential evaluation process. In general, all Proposers are to service all types of FP cases not only Up-front Assessment Cases in order to meet the Regional Offices needs. As indicated in the FP Scope of Work. Therefore the Line Item and the Budget Narrative should reflect this accordingly.