

MARYLAND DEPARTMENT OF HUMAN RESOURCES
REQUEST FOR PROPOSAL FOR
CHILD MALTREATMENT PREVENTION SERVICES
SSA/CMPS-18-001-S

Offerors Please Note: Questions are requested to be submitted at least five (5) days prior to the Proposal due date (see RFP Section 1.9 “Questions”)

QUESTIONS AND RESPONSES #1

Question 1: Please clarify how an Offeror should submit its Proposal to ensure that it received on time.

Answer 1: Pursuant to Section 1.11 of the RFP, the proposal must be received by the Procurement Officer at the Procurement Officer’s address no later than March 27, 2017 at 3:00 p.m. Offerors should allow sufficient time to ensure timely receipt by the Procurement Officer. If delivering a Proposal by hand, the Offeror may—but is not required to—call the Procurement Officer to make arrangements for delivery of the Proposal directly to the Procurement Officer. However, the Procurement Officer’s unavailability for any reason will not extend the date and time for submitting, except as provided in COMAR 21.05.03.02F and 21.05.02.10.

Question 2: Who is the current provider, and in what jurisdictions do they provide these services?

Answer 2: The Family Tree is the current provider under a contract with related but different requirements. The jurisdictions currently served under that contract are Baltimore City, Baltimore County, and Prince George’s County.

Question 3: How has the scope of work changed from the previous RFP?

Answer 3: One of the ways that the scope of work has changed is that the Offeror must serve two jurisdictions, one of which must be: Baltimore City, Baltimore County, or Prince George’s County. The scope of work has changed in a variety of other ways. Because this is a new contract, a thorough comparison between the old requirements and the new scope of work would not be helpful to the development of a Proposal.

Question 4: Attachment F is the only requirement for the financial component of the proposal, and that is a one page, fixed price contract. No line item budget or anything of that nature?

Answer 4: Pursuant to Section 4.5 of the RFP, the Financial Proposal shall contain all price information requested in Attachment F. Attachment F does not request line item budgets or related information.

Question 5: For the monthly invoice, should budget line items be included?

Answer 5: The items that must be included on the invoice are described in Section 3.6.1 of the RFP. Section 3.6.1 does not require the submission of budgetary line items on the invoice. Please also refer to Attachment Q for a sample invoice.

Question 6: When completing Minority Business Enterprise (MBE) Form D-1A, if I am not an MBE firm, do I complete Section A of the form?

Answer 6: MBE Attachment D-1A has four numbered categories of information; Category 4 contains three tables and is further divided into two sections labeled "Section A" and "Section B." Only Offerors who are MBE Prime Contractors need to complete the table labeled "Section A." All Offerors should complete Section B.

Question 7: If we use an MBE for office supplies, we would list them in Section B of MBE form D-1A?

Answer 7: An MBE Firm that provides office supplies should be listed in "Section B" of Category 4 of MBE Attachment D-1A.

Question 8: The seven to ten thousand calls per year, is that based on historical volume data?

Answer 8: Section 3.2.2 of the RFP requires that the Parent Stressline be capable of handling approximately 7,000 to 10,000 calls per year. As stated in Section 3.1 of the RFP, the Parent Stressline required under the prior contract received approximately 7,200 calls between August 1, 2015 and July 31, 2016. Please also refer to Section 3.2.2 C, which requires the Contractor to develop and implement a publicity strategy to increase awareness of the Parent Stressline.

Question 9: If there are questions, should they be directed to any certain individual or is there a Q&A section on the website where we could go to?

Answer 9: Pursuant to RFP Section 1.9, questions should be submitted via email to the Procurement Officer's e-mail address indicated on the RFP Key Information Sheet. Pursuant to RFP Section 1.9, the Procurement Officer will decide, based on the availability of time to research and communicate an answer, whether an answer can be given before the Proposal due date.

All answers to substantive questions that are not clearly specific only to the requestor will be distributed by email to all vendors that are known by the Procurement Officer to have received a copy of the RFP. Answers will also be posted on the DHR website.

Question 10: Would DHR be open to organizations partnering in this proposal?

Answer 10: An Offeror must provide proof that it meets the minimum qualifications provided at RFP Section 2.1. Pursuant to RFP Section 1.1.4, an Offeror must be able to provide all services and meet all of the requirements requested in this solicitation either directly or through its subcontractors. Pursuant to RFP Section 1.22, all subcontractors must be identified and a complete description of their role relative to the Proposal must be included in the Offeror's Proposal. See Section 4.4.2.6a, 4.4.2.7, and 4.4.2.13 for further information. Subcontractors utilized to meet the established MBE participation goal for this solicitation shall also be identified in the appropriate attachment(s) to this RFP (see Section 1.33 for further information regarding MBEs).

Question 11: Do we have to identify the jurisdictions we will serve in the proposal for the in-person services?

Answer 11: Yes. Please see RFP Sections 4.4.2.3 and 4.4.2.6 b(7).

Question 12: For the three in-person services, there are a minimum number of clients/participants that should be served in each jurisdiction. If we are unable to obtain additional clients/participants from those jurisdictions, is it okay to obtain the remaining clients/participants from other jurisdictions?

Answer 12: The RFP identifies three in-person services: parent education classes, parent support groups, and lay therapy/in-home visitation services. Please see Amendment No. 1, which revises the minimum number of families served by jurisdiction in the lay therapy/in-home visitation services (RFP Section 3.3.2 D), the minimum number of parent education classes conducted per jurisdiction (RFP Section 3.2.4 A), and the required number of participants required to attend parent support groups (RFP Section 3.2.5). Pursuant to RFP Sections 4.4.2.3 and 4.4.2.6 b(7), the Offeror shall identify, in its Technical Proposal, the jurisdictions it will serve. The Contractor is expected to serve the required number of participants in the jurisdictions identified in its Technical Proposal.

Question 13: During performance under the contract, if we provide in-person services outside of our two identified jurisdictions found in our proposal, where should we list the additional jurisdictions we served?

Answer 13: The Contractor is required to serve only the jurisdictions identified in its Technical Proposal. (See answers to Questions 11 and 12, above). Pursuant to RFP Section 3.1, the Contractor may provide in-person direct services to “at least two jurisdictions across the State.” The Contractor is not required to provide information regarding any additional services that it provides outside of the requirements in this solicitation.

Question 14: For the Parent Education Classes, can more than two sessions take place?

Answer 14: Please see Amendment No. 1, which clarifies the requirements in Section 3.2.4 of the RFP.

Question 15: For the Parent Support Groups, what if attendance in the support groups drop below the minimum number of participants of ten (10)? Can we still run the support group?

Answer 15: Please see Amendment No. 1, which clarifies the requirements in Section 3.2.5 of the RFP.

Question 16: Is there any requirement that the Proposal identify evidence-based practices?

Answer 16: There is no requirement that the Proposal include evidence-based practices. However, Section 4.4.2.6 b requires that “[t]o the extent that any methods proposed to be utilized in the Work Plan are developed pursuant to any evidence-based research,” the Proposal shall fully explain that research and provide a bibliography of supporting publications. In addition, pursuant to Section 5.2.1, the proposal evaluation criteria include a preference for “responses that reference evidence-based research and scholarly literature to support claims that specific outcomes are likely to be attained through the use of methodologies proposed in the Work Plan.”

Question 17: Is there an expectation that the Contractor coordinate its services with other entities who may already be working with the same families to whom the Contractor will provide service under this RFP?

Answer 17: The RFP does not specify a requirement that the Contractor coordinate its services with service providers that may be serving the same families to whom the Contractor will provide services. However, various other specifications in the scope of work require the Contractor to coordinate with appropriate federal, State, local and private agencies. For example, RFP Section 3.2.2 C requires that the Contractor develop advertising strategies for the Parent Stressline that involve federal, State, local and private agencies. RFP Sections 3.2.3 D, 3.2.4 E, and 3.2.5 D also require recruitment efforts that involve federal, State, local, and private agencies,

including local departments of social services, courts, hospitals, schools, and other agencies.

Question 18: **Can a Contractor refer clients to other services the Contractor provides and is there an expectation that referrals are provided to similar services offered by other providers?**

Answer 18: Pursuant to RFP Section 3.2.2 B, the Contractor shall “refer callers [who contact the Parent Stressline] to appropriate federal, State, local and private agencies in the caller’s areas.” The appropriate agencies may include the Contractor’s own services as well as similar services offered by other providers. There is no specific requirement that the Contractor make referrals in the performance of the lay therapy/home visitation services, parent education classes, or parent support groups.

Question 19: **How should electronic versions of Volume I - Technical Proposal and Volume II - Financial Proposal be submitted?**

Answer 19: Please see Amendment No. 1, which changes and clarifies the submission requirements related to electronic versions in Sections 4.2.2 and 4.2.3. Pursuant to Section 4.2.2, one electronic version of Volume I - Technical Proposal should be submitted in Microsoft Word format and enclosed with the original Volume I - Technical Proposal submission. One electronic version of Volume II - Financial Proposal should be submitted in Microsoft Excel format and enclosed with the original Volume II - Financial Proposal. Pursuant to Section 4.2.3, an additional electronic version (redacted for confidential or proprietary information) of Volume I & Volume II must be provided in a searchable Adobe .pdf format. USB Flash Drives will not be accepted.

Question 20: **Should the elements of the technical proposal be single or double sided?**

Answer 20: The pages contained in the technical proposal can be either single or double sided.