



## Kent Reunification Program (KRP) RFP Questions

### General RFP Questions

1. Are there defined parameters around the budget, such as a maximum amount of dollars that will be awarded for the contract? **There will be two contracts for \$283,000 each.**
2. Currently there are two FRP providers in Kent County, but the RFP does not note the number of contracts that will be awarded. Is it expected that there will still be two KRP contracts awarded? **Yes**
3. The RFP timeline notes the start date of the RFP as October 1, 2020. There is no end date listed. Is this a single year contract or multi-year contract. **This is a one-year contract with the option to renew at the end of the year.**
4. The RFP timeline states award notifications will be sent Tuesday June 21, 2020; please clarify the notification date. **The award notifications will be sent Tuesday July 21, 2020.**

### Attachment A Questions

5. Pg. 1- Geographical area notes "Service Provider shall provide services described herein for families whose children have been removed by Kent County DHHS"- does this mean services may occur in neighboring counties for families who may have moved but whose children were removed while residing in Kent County? **Yes**
6. Pg. 2 - Determination of Eligibility, iii. states that the service providers agree to accept referrals...."twenty-four (24) hours, seven (7) days a week but C". Referral Process i. (same page) states "". Please clarify the expectation for referrals. **To clarify, referrals shall be accepted twenty-four (24) hours, seven (7) days a week but typically will be made within the hours of 8:30am to 5pm seven (7) days a week.**
7. Pg. 3 Services to be Delivered, A.iii. notes identify protective capacities and protective factors and integrate in all work to protect children and strengthen families. Will providers be required to use the protective factors survey with the families? **No, it is not a requirement to use the protective factors survey; the requirement is to identify protective capacities and protective factors and integrate in all work to protect children and strengthen families.**
8. Pg. 4 Services to be Delivered A.xii. ISP within 30 days of the referral. Will there be consideration to adjust this deadline to "within 7 days of the completion of the report period (initial 30 days)" to align with other reporting timeframes (USP, Termination Report)? **This can be discussed during final negotiations once the awards have been determined.**
9. Pg. 6 Services to be Delivered C.v. *Provide weekly, face-to-face individual supervision to the Team Leader and Family Workers, assisting them in coordinating their activities toward family goal achievement.* Will virtual technology be allowed for supervision? **Yes**

10. P 6 Services to be delivered D.ii. *"Provide Professional therapeutic intervention sessions, specific to the family needs. Required length of time for these services will be determined at time of final contract negotiations."* Please define "final contract negotiations". Is there a defined maximum length of service? Is there a defined minimum number of hours of service? **Final contract negotiations will occur with services providers who were awarded the contract. This will take place prior to the final contract being sent for signature. No there are no defined maximum or minimum number of hours of service. Intensity and length of service will be determined by assessment of the family and the identified Tier they are assigned. Tiers will be discussed during negotiation.**
11. P 6 KRP Case Review Form - Will this be a different form from the State Form and will WMPC be providing this form? **Yes, this will be a WMPC form.**
12. P 7 Unit Definition - notes on unit is one hour of time. Will this include all activities identified in Section 4 services to be delivered and include support staff time? **Yes**

### Attachment B Questions

13. P 1. Billing 3<sup>rd</sup> paragraph, "The Service Provider cannot charge WMPC more for a provision of service than is charged to other entities for whom the Service Provider provides services."
  - Please provide clarification regarding this statement. Our organization has different service fees based upon region, expected cases, etc. **Service providers may not charge WMPC more for comparable services in Kent County.**
  - Is this statement only related to reimbursement of travel associated costs, such as mileage rate or meal expenses? **No, this statement includes all services.**
14. P 3. Mileage section states: "The Service Provider may not bill for mileage incurred by the Service Provider driving to/from their home or to/from the WMPC office. Please clarify this statement. Most home based workers will begin and end their day at home and travel to client's homes during the workday. **The language should state "Service Providers office", not "WMPC Office". In summary, the Service Provider cannot charge mileage for a worker's commute to the office.** Is there a maximum amount of reimbursable dollars for specific assistance? **The total contract is \$283,000 and includes all services, mileage and specific assistance; there is not a specific amount allocated to overall mileage or specific assistance.**

### Attachment C Questions

15. P1 The RFP says "using a relevant standardized tool to measure change' in the outcomes area"
  - Are we as contractor to choose our own tool or is WMPC going to mandate a tool? **As stated in Attachment A on page 3, the Arizona Self Sufficiency Matrix will be utilized to assess families and will be incorporated in performance outcomes. Additional standardized tools will be discussed during final negotiations.**
  - I believe this is the ASSM but would like to confirm ASSM or protective factors. **Please see answer to question 8 above.**
16. Pg 1 Expected Contract Performance D- "75% of families shall not have Category I, II, III" Please clarify category level. Also, will WMPC staff and/or PAFC RW provide this info to the contracts since reunification staff do not have access to MISACWIS. **To clarify, "75% of families shall not have Category I, II, III". Yes, WMPC will provide this information to the service providers.**  
Expected Contract Performance- no benchmark for 6 months follow ups. If needs to be completed should a benchmark be established. **Can be discussed at Final Contract Negotiations.**

### Attachment D Questions

17. P2 Staffing and Credentialing-training states the provider will attend initial and ongoing training. Will WMPC be providing the training or will staff have access to state training? Is there a defined

training budget? **WMPC has requested to have Kent County KRP providers be able to attend the State training.**

### **Additional questions**

18. Will there be any funding parameters given in this RFP in regards to mileage, units or specific assistance? **See answers to questions number 1 and 14 above.**
19. Is there a cost to the Arizona Self Sufficiency Matrix we should factor into our cost? **The Arizona Self Sufficiency Matrix is a free assessment tool.**
20. Are agencies able to submit more than one bid, given there are 2 contracts available? **We are choosing two services providers to award the contract.**
21. Under section I, could you clarify what you mean by Policy Formation? **The section states: Describe how the organization utilizes community involvement and consumer input/participation in:  
i. Policy formation: in other words in what ways are the community or clients included in policy development.**
22. For program forms, should we plan to continue to use the State forms for FRP or will we be creating our own forms? **WMPC will develop its own report formats and will provide these to the services providers.**