



Responses to questions:

**Q1.** Who is the current provider contracted for the Family Case Aide Services?

**R1. Talladega Clay Randolph Childcare Corporation.**

**Q2.** What is the current reimbursement rate for the Family Case Aide Services?

**R2. The current contract for Case Aides Services is \$1,366,185.23.**

**Q3.** What is the current mileage reimbursement for the transportation portion of the Family Case Aide Services RFP?

**R3. The State's maximum mileage reimbursement rate is \$0.555.**

**Q4.** Will the budget documents, Appendix E and Appendix G be available in Word or Excel?

**R4. Yes.**

**Q5.** In other contracts we have included a line item under Other for "Administrative Expense", This indirect rate is calculated as a percentage of the gross payroll; is this acceptable?

**R5. In the event indirect costs are approved by the Department, all activities which benefit from the contractor's indirect cost, including allowable activities and services donated to the contractor by third parties, must receive an appropriate allocation of indirect costs. The Department's prior approval is required before any indirect cost may be allocated to the Department.**

**a. The maximum allowable indirect cost rate is the contractor's actual rate, as determined in accordance with such instructions, or 10% whichever is less.**

**b. In the case of fixed-rate contracts, (allowable costs) shall not make up any portion of the unit cost rate for the service provided.**

**Q6.** Does the budget need to be completed for a one year or a two year period?

**R6. Two one (1) year budgets. One for October 01, 2012 – September 30, 2013 and the other for October 01, 2013 – September 30, 2014.**

**Q7.** FOCUS

Will this RFP take the place of Focus Services?

**R7. No.**

**Q8.** Pre-proposal conference

Will there be a pre-proposal conference?

**R8. No.**

**Q9.** Section 1.0 Page 7 Project Overview

States services will be provided at home or in the home of a relative; are services ever to be provided to a child in a facility?

**R9. No.**

**Q10.** Section 2.3 Page 11 Immigration Affidavit

Please confirm that *subcontractors* do not need to be in E-Verify or sign the Immigration Affidavit as part of the application; only before performing any work.

**R10. Vendors are responsible for ensuring subcontractors are compliant with all laws and regulations.**

**Q11.** Section 2.4 Page 12 D-U-N-S Number



The agency has a single D-U-N-S Number under which all programs operate; is this sufficient?

**R11. Yes.**

**Q12.** Section 3.0 Page 15 Project Description

This section states, "Contracted case aides will be required to report daily to the individual county offices of the Department of Human Resources to which they will be assigned." Does this mean that they will have a daily contact person assigned by the County DHR office for the cases they are assigned? If so, will they be responsible for the day-to-day supervision of the staff?

**R12. They will have a County DHR contact person. DHR will assign cases and the agency awarded the contract will have the responsibility of day to day supervision.**

**Q13.** Section 3.0 Page 15 Project Description: Case Aide Reporting  
To whom do the Case Aides report?

**R13. Case Aides report to DHR for case assignment and to the awarded agency for day to day supervision.**

**Q14.** Section 3.0 Page 15 Project Description: Case Aide Reporting  
Must they report in person or may they report by phone or by email?

**R14. They must report in person unless DHR specifies otherwise.**

**Q15.** Section 3.0 Page 15 Project Description: Case Aide Reporting  
Does this mean that a .5 FTE staff reports daily also?

**R15. There are no .5 FTEs. See Amendment #1.**

**Q16.** Section 3.0 Page 15 Project Description: Case Aide Reporting  
What occurs if County office is closed for a holiday? Does the Case Aide observe that holiday?

**R16. Case Aides observe Holidays.**

**Q17.** Section 3.1 Page 15 County Allocations of Case Aides  
Since it states in the above question that case aides report daily to the county office, will the vendor be allowed to hire a full time person to cover more than one county if those counties are allocated just .5 FTE?

**R17. See Amendment #1 and county allocations for case aides, there are only FTE's allocated to the counties.**

**Q18.** Section 3.1 Page 15 County Allocations of Case Aides  
May a 1.0 FTE cover two different counties?

**R18. No.**

**Q19.** Section 3.2.1 Page 16 Population to be Served  
States" The cases may be child protective service cases or foster care cases" does this include both traditional and therapeutic foster care?

**R19. Yes.**

**Q20.** Section 3.2.1 Page 16 Population to be Served: 30% limit  
What if DHR assigns more foster care cases than can be handled using 30% of a Case Aide's time? Who regulates the assignments to prevent that occurring?

**R20. DHR regulates the assignment of cases.**

**Q21.** Section 3.2.2 Page 16 Case Assignments



This section specifies the caseload size for the case aide positions, is there a caseload size of case aides per supervisor?

**R21. The current vendor uses 5 supervisors for 49 case aides.**

**Q22.** Section 3.2.2 Page 16 Case Assignments  
If we hire a .5 FTE employee, does the case load drop correspondingly?

**R22. See Amendment #1, there are no .5 FTEs.**

**Q23.** Section 3.2.2 Page 16 Case Assignments  
Who determines the caseload size?

**R23. DHR.**

**Q24.** Section 3.2.2 Page 16 Case Assignments  
Is the caseload determined at one point in time or over a specified time frame?

**R24. Over a specified time frame.**

**Q25.** Section 3.2.3.1 Page 16 Service location  
States that case aides will work from county offices of DHR but will be supervised by the contracting agency, does this mean that they will have a physical office or work station assigned at the county office?

**R25. Yes.**

**Q26.** Section 3.2.3.1 Page 16 Service location  
It is unclear: will the Case Aide make home visits with the County DHR worker?

**R26. That could vary with the situation.**

**Q27.** Section 3.2.3.1 Page 16 Service location  
What is DHR's responsibility for getting the Case Aide into the client's home?

**R27. The case aide will be seen as a service provider for DHR.**

**Q28.** Section 3.2.3.3 Page 16 Case Eligibility and Referrals  
States that the social workers managing the case will make appropriate referrals to aides for services; does this mean that all the social workers in that county can directly contact the case aide for services? It also states that aides will provide monthly reports on each assigned case to the social worker managing the case, will this be a state form that the case aide will complete on each case or will the agency provide a monthly form? Will any other documentation be required?

**R28. Social workers can directly contact case aides. Forms for monthly reporting are a post award activity.**

**Q29.** Section 3.2.3.3 Page 16 Case Eligibility and Referrals  
Any eligibility criteria? Do you have a no eject/no reject policy?

**R29. If the case is assigned to a case aide, it is the expectation of the Department that the case aide will perform the required services.**

**Q30.** Section 3.2.3.3 Page 16 Case Eligibility and Referrals  
Who determines if a referral is appropriate? The County DHR worker?

**R30. County DHR.**

**Q31.** Section 3.2.3.4 Page 16 Types of Services: item L  
Will the State provide forms appropriate to the education and training level of the Case Aides?

**R31. This is a post award activity.**



**Q32.** Section 3.2.3.5 Page 17 Number of case aide staff  
States “a committee of state and county DHR staff will assess county demand and utilization quarterly to determine if any re-allocation of case aides is necessary, if there is a need to re-allocate case aide slots, will those slots be kept in the same region or could they move to a different region if there was a need?”

**R32. They could move to a different region.**

**Q33.** Section 3.2.3.5 Page 17 Number of case aide staff  
Here it uses “Case Aides” elsewhere it uses “FTEs.” It is “One hundred and two (102) Case Aides” i.e. full time employees; or 102 FTEs that are divisible into any number of part time employees?

**R33. See Amendment #1, the number of slots have been reduced. There are no part time employees.**

**Q34.** Section 3.2.3.5 Page 17 Number of case aide staff  
What is the County’s expectation if a Case Aide is ill or otherwise unable to report to work?

**R34. The case aide will not be available that day. The county DHR to which the case aide is assigned must be notified.**

**Q35.** Section 3.2.3.5 Page 17 Number of case aide staff  
Is it the vendor’s responsibility to over-hire Case Aides to allow sick time, family emergencies, etc., in order to meet the daily reporting requirement or is there some latitude here?

**R35. No.**

**Q36.** Section 4.2 Page 19 Proposal Format & Instructions  
“Paragraphs must be double spaced.” Do you mean double space between paragraphs or line spacing is double?

**R36. Paragraphs.**

**Q37.** Section 4.2.3 Page 19 Legal Status Letter  
Contractor only or do you require for the subcontractors too as part of the proposal?

**R37. The primary vendor must include a copy of their legal status letter. Also see R10.**

**Q38.** Section 4.2.5.1.1 Page 20 Vendor Profile and Experience

- a. Is it sufficient to provide the contractual information for the contractor only or do we need to provide for subcontractors too?
- b. Section 4.2.5.1.2 Page 20 Past and Present Contractual Relationships
- c. Is it sufficient to provide the contractual information for the contractor only or do we need to provide for subcontractors too?
- d. Section 5.0 Page 24 Cost Proposal
- e. This section does not state whether this will be a daily rate per case or if the project is Medicaid reimbursement. Please clarify.
- f. Amendment #1- Project Description – Does the vendor have to serve all counties or can they just choose to serve some of the counties?

**R38. a. Need information on subcontractors.  
b. Need information on subcontractors.  
c. Need information on subcontractors.**



- d. Need information on subcontractors.**
  - e. Current provider has a cost reimbursement contract, and no Medicaid reimbursement.**
  - f. The amendment states, vendors must propose to serve all 67 counties; however, this does not preclude the Department from awarding multiple contracts if it is found to be in the best interest of the Department.**
- Q39.** 5.0 Cost Reimbursement- Will the vendor bill State DHR for services provided to the client/family or by the Case Aid?
- R39. Vendors will bill by case aide.**
- Q40.** 5.0 Cost Reimbursement- Will the vendor bill Medicaid for any services?
- R40. No.**
- Q41.** 5.0 Cost Reimbursement- What type of documentation will the vendor be required to submit to DHR for reimbursement?
- R41. An invoice for salary and related costs.**
- Q42.** 3.2.2 Case Assignments- What is the Case Aid to Supervisor ratio?
- R42. The current vendor uses 5 supervisors for 49 case aides.**
- Q43.** 3.2.2 Case Assignments- How many families (slots) are available?
- R43. That could vary at any point in time and per county DHR need.**
- Q44.** Section 3.2.3.2 Transportation  
Under this section it indicates mileage reimbursement is to be paid to aides by the vendor and included in the operation al budget.  
Please provide the average number of miles per case aide reimbursed in the last fiscal year or in a monthly period.  
Please provide any historic data available regarding the number of transport miles provided for the past 12 months?
- R44. The current vendor has budget for 383,000 miles.**
- Q45.** Section 3.2.3.3 Case Eligibility and Referrals  
In this section it indicates that Social workers will make... referrals to the aides.  
How does the process notify the vendor who is supervising the Aide of each referral and the services required of the aide on the ISP so that appropriate supervision can be conducted?
- R45. County DHR and vendor agency will work through that process after the award of the contract.**
- Q46.** Section 3.2.3.3 Case Eligibility and Referrals  
This section also indicates a monthly report that is provided to the managing Social worker.  
Please provide a sample copy of the required report or report form required. Is there a monthly deadline by which the report must be submitted?
- R46. This is a post award activity.**
- Q47.** Section 3.2.3.4 Types of Services  
Page 17 – Can you give an example of an “other area” as noted in section E?
- R47. Other services related to the needs of individual clients will vary, as deemed necessary by DHR.**



**Q48. Section 3.2.3.5 Number of Case Aide Staff**

In this section it indicates that "A committee of... DHR staff will assess county demand and utilization quarterly to determine if any re-allocation of case aides is necessary."  
Will the total number of total FTE Case aide Positions fluctuate higher or lower or will the FTE number remain the same and the Case Aide distribution be adjusted by county?

**R48. The total number of FTE's will remain the same and may be adjusted by county.**

**Q49. Section 3.2.4 Staff Qualifications**

In this section, letter D indicates required training including pre-service and in-service. Has the curriculum for this training already been established by DHR?  
If yes, will the training materials be provided by DHR for Aide training?  
If No, are there any specifications or particular programs the Vendor is required to purchase to use in training (ie 123 Magic for behavior and corrective interventions)?

**R49. DHR will not provide the curriculum or the training materials. It will be the vendor's responsibility to provide training utilizing a nationally recognized, evidence-based model.**

**Q50.** In this section, letter M Who (the department or the vendor) covers the cost of the FBI, ABI and CAN clearances?

**R50. DHR.**