Q1. What company(ies) currently hold the contract?

R1. Talladega Clay Randolph Childcare Corporation.

Q2. What rate is the Department currently paying for these services? Is the rate per hour or per FTE? Are rates different per county or region or is there one rate for the entire State?

R2. There is one rate for the entire state. Regardless of region or county case aides are currently paid an hourly wage up to 40 hours per week for full-time employees and 20 hours for part-time employees.

Q3. Can the Department provide a copy of their current contract?

R3. Submit your request in writing via email to starr.stewart@dhr.alabama.gov . Indicate the RFP title/number and vendor's name as it relates to your request.

Q4. Can the cost proposal sheets and/or Appendix documents in the RFP be provided electronically in word or excel format so they can be included electronically with our proposal response?

R4. Yes. They are available on the Department's web site in the RFP folder.

Q5. Page 10 – Section 1.8.3 Notes the Vendor must submit either reimbursement budget forms (Appendix G) or fixed rate budget forms (Appendix I). Which forms is the vendor required to submit Appendix G or I?

R5. Either. Vendors must decide.

Q6. Page 13 – Section 2.9 This section states that the Department reserves the right to request a BAFO from one or more vendors. Will all "qualified" vendors who have submitted responsive proposals be given the opportunity to provide a Best and Final Offer?

R6. The Department reserves the right to request a BAFO from one or more vendors.

Q7. Page 15 – Section 3.0, outlines the service description. Can the Department further clarify the role and responsibility of the Case Aides?

a. As part of the services provided, will the Case Aide's be required to perform in home visits for the identified population or will the duties performed be in Department offices.
b. If the Aides will be performing work outside of the office, can the Department provide any statistics relative to the number of visits performed, time per visit etc.

R7.

a. The majority of the work will be done in the county DHR office.

b. Work done outside the county DHR office might include visits to a Job Readiness Class, to a Community Employment Program (CEMP) provider, or an employer. In some counties, the case aide may go with the client to a discount store to assist with purchasing of work clothes or other items. Case aides are not asked to make home visits other than going to the client's home in order to transport the client to the store or other location.

Q8. Page 16 – Section 4.2.3 states the vendor should include a copy of the "Legal Status Form" from the IRS. Is the Department referring to a CP575? If not, will a CP575 from the IRS qualify to meet the requirement outlined in this section?

R8. Yes.

Q9. Page 17 – Section 4.2.5.1.1 notes the vendor should identify a "nationally recognized model" for the provision of these services. Are there specific models or programs the Department is referring to? Please provide an example.

R9. No. Vendors must conduct the research and select a model. The proposed services must be based on the results of that research.

Q10. Page 18 - Section 4.2.5.1.6, indicates that the proposer must provide documentation that each employee has had a criminal background check. As we currently employ a significant number of staff in Alabama, is the Department requiring that the proposer include all of these checks as part of the proposal response or would a statement indicating that this has been done with the records available for review or submission at contract award be sufficient to meet the requirements of this section?

R10. Statements will suffice and must be included in proposals.

Q11. Page 18 – Section 4.2.5.2 asks for submission of an audited financial statement for 2010. Our company's audited financial are approx. 40 pages. Are these counted against the 100 page total or are they in addition to the 100 page limit?

R11. Yes. See R27.

Q12. Page 19 – Section 4.2.5.4.3 sates the vendor must agree to the Department's standard contract. May we have a copy of the proposed contract that will result from this RFP?

R12. Standard contract language is included in Section A of the RFP. In addition, the RFP for this procurement is the basis for any contract that may result from this solicitation.

Q13. Page 21 - Section 5.1 indicates that in the absence of a Federally Approved Indirect Cost Rate, the department must approve the costs. Please provide details regarding this approval process. Is it a requirement that this occur prior to the bid being submitted or will this occur after the vendor is chosen.

a. Please also confirm that these approved indirect expenses cannot exceed 10% of total costs per service.
b. Must the indirect cost approval process also be followed if we submit a Fixed Rate Budget?

R13. In the event indirect costs are approved by the Department, all activities which benefit from the contractor's indirect cost, including unallowable 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.

Q14. Page 22:Section 5.3.1.A . What level of detail is the Department looking for with regard to comparing our personnel cost rates to elsewhere in the local market?
a. Do we need to cite specific examples [like the rent] or are general statements acceptable?

R14. Vendors must submit their best offer when proposing for a contract with the Department.
a. See Section 4.0 Proposal Requirements.

Q15. Section 5.3.2. If we are submitting a Fixed Rate Budget is any narrative required other than attestation that the rate we are submitting does not exceed the rates charged to other organizations we provide similar services for?
a. If narrative beyond the attestation is required, what level of detail is required?

R15. See appendices I and J.
a. See appendix J.

Q16. Page 35 : Is it acceptable to add lines within section 7 if we have more than 2 “Other” expense categories that we need to itemize? If not, how should we handle them?

R16. Yes.

Q17. Section 3 Service Description
Is the Family Self-Sufficiency Case Aide Service currently a services offered by the Family Assistance Division and if so for what funding level?

R17. No funding level was stated for this project.

Q18. Section 5 Cost Reimbursement Budget or Fixed Rate Budget
What is the funding level for this project?

R18. No funding level was stated for this project.

Q19. Can a reimbursement rate be submitted for hourly services?

R19. See R15.

Q20. Appendix F Case Aide Allocations by County indicate that the RFP will require some 70.50 Case Aides for FY 13 can the proposer seek reimbursement based on Case Aide Hours provided?

R20. Yes, except the proposed number of case aides for FY2013 is 63. See Amendment #1.

Q21. Is the RFP requesting some 146,640 hours of services for FY 13?

Case Aides		FTE Hours		Total Case Aide Hours requested per year
70.350	*	2080	=	146,640

R21. The corrected number is 63 case aides. The expectation is that the proposal will include 63 full time case aides or equivalent hours of service as well as management staff as determined by the vendor.

Q22. Can you provide a list of interested parties that have asked any question concerning this RFP?

R22. The information you have requested is not available.

Q23. On page 15, in **Section 3, Scope of Project, 3.0 Service Description**, it states that the Case Aides provide training. Are these training materials provided by DHS or should the proposer include training materials in their response. If the proposer is to include, is there any limitation on the materials that can be utilized for training?

R23. Case aides will assist DHR staff members with the job readiness training and county DHR staff will be responsible for providing materials and training for the case aides on job readiness.

Q24. On page 15, in **Section 3, Scope of Project, 3.0 Service Description**, it states that the Case Aides support the professional case management staff. Are the Case Aides then to be housed in the local DHS office on a daily basis?

R24. Yes.

Q25. On pages 18 and 19, in **Section 4.2.5.3.6 Office Location**, it states that Vendors must provide the physical address of the office where records will be maintained and services will be performed. If Case Aides are housed in the local DHS office does a listing of each office with the physical address suffice? For new office space, will a Letter of Intent from a realtor /property manager suffice for the proposal? If a contract is a awarded the physical address would be provided.

R25. Yes.

Q26. On page 18, in **Section 4.2.5.1.6 Background Checks**, it states that you must provide documentation that each employee has had an Alabama Bureau of Investigation (ABI) and a Federal Bureau of Investigation (FBI) criminal background check. Is this required for the proposal or once a contract has been awarded.

R26. It is required for proposals.

Q27. On page 18, in **Section 4.2.5.2 Vendor Financial Stability**, a copy of an audited financial statement for 2010 is required. Does DHS require the entire A133 audit for 2010 or just the financial statements? The entire audit is over 30 pages and the proposal is only 100 pages in length.

R27. The summation letter and financial statements will meet the requirement.

Q28. On page 18, in **Section 4.2.5.3.4 Collaboration**, a description of collaborative relationships with all agencies which whom the vendor has collaborated regarding the proposal is required. Is only the description required or are letters required/expected as well?

R28. A description of the collaborative relationships with all of the other agencies with whom the vendor has collaborated regarding the proposal is sufficient.

Q29. On page 21, in **Section 5.1 Indirect Cost**, the indirect rate is limited to 10%. a. Does this include profit? b. Can a for-profit charge an indirect as well as profit?

R29. a. Yes.
b. No.

Q30. On page 32, in **Appendix G, 3. Travel**, it states that no out of state travel is allowed. a. Is this for management staff as well or just local staff? b. What about travel costs associated with staff training for a trainer or monitoring for a program monitor? c. What is the allowable rate for mileage reimbursement?

R30. a. Both.
b. Travel costs associated with staff attendance at training and for program monitoring may be included in a cost reimbursement rate budget.
c. Mileage reimbursement may be up to the rate for state employees which is currently 55.5 cents per mile but it is up to the contractor to set the per mile rate within this limit.

Q31. On page 15, **Section 3.0 Service Description** Can you provide us with the funding level for the requested period of performance? Can you provide the funding level for the current year's contract for the same services?

R31. No level funding was indicated in the RFP for this procurement.

Q32. On page 15, **Section 3.0 Service Description** What's the estimated (or current, for this period of performance) caseload for 1 FTE Case Aide?

R32. There is no set caseload. In some counties the case aide works with groups of clients for a short period of time whereas in other counties or with other clients the case aide may work with the person for a year or more. The case aide does not carry a caseload as such but assists the DHR staff person(s).

Q33. On page 15, **Section 3.0 Service Description** What's the average length of time that a Case Aide works with a TANF recipient? In other words, at what point does the TANF recipient achieve "self-sufficiency"?

R33. There is no set period of time. The case aide will work with a TANF recipient as long as the JOBS case manager feels that the assignment is beneficial to the client. TANF self-sufficiency usually means when the client becomes employed and is able to keep the job. In other situations, it could mean when the client starts receiving SSI or Child Support and no longer needs to rely on TANF.

Q34. On page 15, **Section 3.3 Target Area** Do the salaries of Case Aides vary by location in Alabama?

R34. No.

Q35. On page 15, **Section 3.3 Target Area** Would Case Aides ever cross county lines to assist TANF recipients?

R35. We are not aware that this has ever been done but there is no prohibition against such travel if the case manager, the case aide and the contractor agree that such travel is in the best interest of the client.

Q36. On page 15, **Section 3.0 Service Description** What characteristics or outcomes suggest performance success?

R36. There are various client outcomes that would be considered successful such as 1. Client becomes employed; 2. Client remains employed for 12 months; 3. Client attends her CEMP placement regularly, on time and appropriately dressed; and 4. Client begins receiving SSI. In addition, specific case aide measurements could include number of job readiness groups per month she helps conduct; number of CEMP employers she recruits or contacts she makes to verify attendance; and number of clients helped with work clothes and other essentials.

Q37. Page 18

4.2.5.2 Vendor Financial Stability

Our 2010 audit is for both years 2010 and 2009; will we still need a letter from the auditor for 2009 since that year is included with the 2010 audit?

R37. No.

Q38. Regarding the letter from the auditor, will the Independent Auditors' Report which prefaces the 2008 audit and is addressed to our Board of Directors be sufficient?

R38. Yes.

Q39. If the Independent Auditors' Report is not acceptable, what information are you looking for from the auditor? What form should the letter take?

R39. N/A

Q40. Page 21
5.0 Budget
In other contracts we administer we have included a line item "Administrative Expense"; this expense is calculated as a percentage of the gross payroll; is this acceptable for the cost reimbursement budget?

R40. Yes.

Q41. If we use the fixed rate budget, are we correct in thinking that the "units" would be the case aides and we would need to calculate a rate per case aide to cover all associated costs for the contract?

R41. Yes.

Q42. The budget form Appendix G, has the dates included for the Budget Period of 1-Oct-12 to 30-Sep-14. Should the budget be completed for one year or two?

R42. Two years.