



- Q1.** RFP Section 3.1 Service Description, pp 16-17: How is success of the contract measured? Are there defined performance measures or goals?
- R1.** Success is measured by timely and accurate responses to the requirements of the contract. This includes but is not limited to hiring and training of staff, addressing issues that arise, attending meetings or trainings, and providing documents as requested. Per section 3.6 Documentation, the successful vendor should submit a report noting the status of case aide slots and reporting issues to State DHR staff.
- Q2.** RFP Section 4.2 Proposal Format, p 21: Providing it is legible, may we use smaller than 12-point font in narrative prompts and questions, charts, tables, graphs, and tabs?
- R2.** No.
- Q3.** RFP Section 4.2 Proposal Format, p 21: May we use fonts other than Times New Roman in tables, charts, graphs, and tabs?
- R3.** No.
- Q4.** RFP Section 4.2 Proposal Format, p 21: Is there a page limit? And if so, what does the page limit include?
- R4.** The page limit is 100 pages.
- Q5.** RFP Section 4.2 Proposal Format, p 21: Please confirm that the proposal is to be tabbed as follows:
- 4.2.1 COVER SHEET
 - 4.2.2 TABLE OF CONTENTS
 - 4.2.3 W-9 AND THE LEGAL STATUS LETTER/CP575 OR TAXPAYER IDENTIFICATION NUMBER
 - 4.2.4 LICENSES/CERTIFICATES/CREDENTIALS
 - 4.2.5 TECHNICAL PROPOSAL
 - 5.0 BUDGET
 - 5.1 INDIRECT COST
 - 5.2 BUDGET ADDENDUM
 - 5.3 BUDGET NARRATIVE
- R5.** Yes.
- Q6.** RFP Section 4.2 Proposal Format, p 21: May we include a tab for additional attachments?
- R6.** Yes.
- Q7.** RFP Section 4.2.5.5 Attachments p 25: In reference to "Vendors must include all applicable forms identified below as attachments (i.e., Attachment A, B, C,



etc.),” are all attachments to be placed under the tab labeled “4.2.5.5 ATTACHMENTS” or tabbed separately preceding the 4.2.5.5. ATTACHMENTS tab.

- R7. Tabbed separately preceding the 4.2.5.5. Attachment tab.**
- Q8. RFP Section 5.0 Budget, p 26: Please confirm if the Case Aides use computers owned/leased and managed by the state of Alabama or should the contractor include cost of equipment with their proposal? (Reference page 26 of the RFP “(The budget must not include any costs associated with the purchase of equipment)).**
- R8. The case aides use computers owned and managed by the State of Alabama Department of Human Resources.**
- Q9. RFP Section 4.2.5.3.4 Office Location, p24: Please confirm that the locations requested for section 4.2.5.3.4 Office Location is related to “project management locations” and file maintenance for project administration or are the locations referenced the identified 76 FTE personnel on page 18 of the RFP.**
- R9. Office location referenced in Section 4.2.5.3.4 indicates that the successful vendor should have its own office location for storing personnel files, invoicing records, and other information the vendor must keep on file per requirements of the contract. The 76 FTE staff positions are housed at the local county DHR offices to which they are assigned.**
- Q10. RFP Appendix F, p 37: Please confirm that APPENDIX F: COST REIMBURSEMENT BUDGET FORM is for a three-year cost and not per year.**
- R10. Yes.**
- Q11. RFP Appendix F, pp 38-40: Please clarify if the proposer is to complete pages two through four of APPENDIX F: COST REIMBURSEMENT BUDGET FORM which states “DHR USE ONLY”.**
- R11. The vendor should complete pages two through four of APPENDIX F: COST REIMBURSEMENT BUDGET FORM. The words “DHR USE ONLY” appear at the top of the page due to formatting issues involved in placing the form into the RFP file format.**
- Q12. RFP Appendixes F -H (Budget Forms), pp 37-42: Are budget forms available as Excel files?**
- R12. Budget forms will be provided in word format and posted on the department’s website.**
- Q13. Is there an incumbent contractor?**



- R13. Talladega Clay Randolph Child Care Corporation**
- Q14. RFP Appendix F, p 37: Is there a target value of the contract?**
- R14. Vendors should submit budget proposals based on their estimated costs to provide the requested service to be purchased.**
- Q15. RFP Appendix F, p 37: Please provide the historical cost of the contract.**
- R15. The FY 2020 contracted amount is \$2,293,516.00.**
- Q16. RFP Section 5.3.1. A. p 27: Is there an established wage rate for the case aide positions?**
- R16. No. However, vendors are to determine salary and benefits based on the experience and skills required to adequately complete the tasks described in the RFP while also maintaining continuity of staff to support the county's work.**
- Q17. RFP Section 1.8.1. p 10: In light of the Coronavirus (COVID-19) pandemic we are concerned about the health and safety of your staff in receiving packages, our staff in proposal development, and the health and safety of the third shipping delivery staff. To maintain ultimate flexibility in light of the escalating nature of Coronavirus (COVID-19), please advise if an email submission of proposal responses will be accepted in lieu of a hardcopy?**
- R17. No.**
- Q18. In light of the impact of COVID19, if an electronic submission is permitted, please confirm the requested tabs are no longer applicable.**
- R18. An electronic submission is not permitted and proposals must be tabbed per instructions provided in Request for Proposal.**
- Q19. RFP Section 4.2.5.3.2 Start-up Plan, p 23: Are there available funds for the transition/start-up costs for the contract?**
- R19. No.**
- Q20. RFP Appendix F "Space": Is the contractor to budget for shared costs of locations for the case aides located in county offices or is the cost of the space provided without cost?**
- R20. The cost of the space to house case aides in the county offices is provided without cost to the vendor.**
- Q21. RFP Section 3.1 Service Description, p 16: Based on this statement from the RFP: "County Office management staff will determine the detail tasks and responsibilities of case aides placed in their county based on the needs of the county as long as the determined roles are not in violation of the prohibited tasks." Is the contractor to provide daily supervision or oversight of the case**

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aides or will the respective County determine hours worked, duties and responsibilities, and activities to be performed?

- R21.** The respective counties will provide daily supervision or oversight to the case aides in regards to their work schedules, duties and responsibilities and activities to be performed. The vendor will provide oversight and management of personnel issues, to include the number of hours they are assigned to work with input from county management if the personnel issue directly affects the agency's staff or work.
- Q22.** Can you please provide us with all the financial data that has been paid out on this program previously - specifying all cost itemized?
- R22.** No.
- Q23.** Is this an all or none contract or will it be divided up into counties and awarded to various bidders?
- R23.** The successful vendor must provide services throughout the state in every county as needed. The contract is not divided by county.
- Q24.** Can there be increased for each renewal year if requested in the initial RFP by the bidder, to allow for increasing cost of operations?
- R24.** Yes.
- Q25.** If the number of workers changes (decrease) will the successful bidder be paid the full amount for the duration of the year as initial bid was submitted if a worker is decreased??? How will the payment be considered if an additional worker is recommended to be hired by the designated DHR county office?
- R25.** Contract reimbursements are invoiced and paid based on the vendor's actual allowable expenses as spelled out in the contract and they should remain within the contracted amount.
- Q26.** How often can the successful bidder invoice the agency?
- R26.** Vendors are to invoice monthly.
- Q27.** Are the current FTE case aide positions held by a contractor company currently or are they supplied by State Employed Staff?
- R27.** Current case aide positions are held by a vendor.
- Q28.** If a company is currently using and TANF recipient is it acceptable that they still be able to bid on this RFP? Will this be considered a conflict of interest?



- R28.** A company employing a TANF recipient is not a disqualifying factor for this RFP.
- Q29.** If a said company was the successful bidder, will they be able to hire a TANF Recipient straight from the TANF program?
- R29.** Receipt of TANF, previously or currently is not a disqualifier for employment.
- Q30.** Where do you recommend and how do we retrieve a FBI and ABI clearance for our applicants for this RFP??? Is there a cost for such a clearance??? Who bears the cost of such a clearance?
- R30.** Information regarding background checks is available via the link:
<https://dhr.alabama.gov/quick-links/community-provider-links/office-of-criminal-history/>.
- Q31.** Does this program include finding jobs for immigrants - that may receive TANF??? If so, are there or where would we get the immigration requirements that we would need to communicate to the employer that must be followed and adhered to with hiring such an applicant in this category?
- R31.** Case aides serve as support to county DHR staff. DHR programs function under federally and state mandated guidelines. Designated county DHR staff members determine which individuals the case aides will assist. Those same staff members will assign and monitor the case aides' work activities. Your question regarding employer adherence is outside the scope of this contract and therefore also outside the work of the successful bidder/vendor.
- Q32.** What about TANF recipients that are disabled or handicap??? Would we be required to assist them in finding employment??? How would we differentiate among the ones that cannot work - as stated by their physician??? Will the successful bidder just be given a list of TANF recipients that fall in the "need to work" category, therefore, we can assume that they are all working bodies if their name is listed on the list that we receive?
- R32.** See response #31.
- Q33.** Can the successful bidder request weekly invoicing?
- R33.** No.
- Q34.** What will the chain-of-command be for the successful bidder and its Family Self-Sufficiency Case Aide Staff?
- R34.** The successful bidder/vendor must set up its own chain of command. The case aide's work activities are to be assigned by the local county DHR office. The case aide's duties should be assigned and managed by designated DHR staff. The vendor is to manage personnel issues such as hiring, case aide payroll, travel reimbursement, etc.
- Q35.** At what time will the successful bidder begin to be eligible to begin invoicing for work in progress? For example, we would need to train our staff, we would need

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to begin set-up of the location, we would need to have meetings with each DHR office/staff/management etc.? Are the setup cost - cost that can be invoiced to the state or does the contractor bear these costs?

R35. No expenses may be invoiced for time prior to the beginning date of the contract, which is anticipated to be October 1, 2020.

Q36. Can you please provide all statistical data of how each county is standing so far - in reference to how many individuals are receiving Food Assistance, how many individuals were placed on jobs/employment, how many are left to be placed for employment. This data is being requested for the last five years or more so that we can make and reach a fair and reasonable analysis of the current program and where our agency would need to place emphasis so that we can have a competitive bid.

R36. Program statistics may be accessed via this link: <https://dhr.alabama.gov/facts-and-figures/>.

Q37. Can you please share the guidelines in place if an applicant refused to go to an interview, or is a no-show, or simply refuses to follow orders to purposely get fired or terminated? Do these numbers go against our performance in any way and what precautions are set in place for future benefits for the applicant who refuses to work or has a history of non-compliance to the program?

R37. Issues regarding participation and compliance are the sole responsibility of county office staff. Case aides are to serve in support roles as assigned by the local county DHR.

Q38. What percentages or factors or quota must the successful bidder reach if any within this program of placing TANF recipients in the job/employment ?

R38. The successful bidder/vendor is not judged according to JOBS or TANF program assessment data. Please see the response to question 1 and 31.

Q39. Will Family Self Sufficiency Case Aides prepare and set-up the coaching for participants determined by county DHR office or assist with transporting participants to a coaching program provided by career centers in counties?

R39. The case aides will perform tasks as assigned by each local county DHR office. Activities may include setting up coaching and assisting with transportation based upon the county's needs.

Q40. Will the allocation for Marengo County DHR go back to a part time slot effective October 1, 2020?

R40. Yes, unless a permanent change is made, at which point the vendor will be notified.