

## Questions & Answers for Child Care Management Agency Services RFP# GB2026-200-01

Question #	RFP Section	RFP Heading	Question
1	3.0	Scope of Project	Can the Department clarify the anticipated average monthly caseload and whether it varies by region? <b>The average monthly caseload is between 500-600 cases that consists of both initial and renewal applications.</b>
2	3.0	Scope of Project	<b>Performance Metrics:</b> What KPIs will be used to evaluate vendor performance during the contract term (e.g., timeliness, error rates, family satisfaction)? <b>The Department requires several reports from the CMA both monthly and annually which includes a monthly and yearly audit of records, review of collections, and supervisory review checks.</b>
3	3.0	Scope of Project	<b>Transition Period:</b> Will the Department provide a transition period or data handoff from the incumbent vendor prior to May 1, 2026? <b>The Department will provide a transition period at the start of the contract with an expectation that all duties will be assumed beginning June 1.</b>
4	3.0	Scope of Project	<b>Technology Systems:</b> Are vendors expected to use existing DHR systems, or may proprietary systems be proposed if compliant with CCDF requirements? <b>The requirement is to use DHR systems.</b>
5	3.0	Scope of Project	<b>Staffing Expectations:</b> Are there minimum staffing ratios or role requirements expected for program administration? <b>There are no staffing ratios however the role requirements should include eligibility workers, provider and payment specialists that are able to maintain the caseload efficiently.</b>
6	1.3	Contract Terms	<b>Renewal Criteria:</b> What factors will determine eligibility for contract renewals beyond the initial term? <b>The total contract term is 5 years. Renewals are based on contract performance measures which include monitoring, technical assistance requests, collections, and monthly and yearly case audits.</b>
7	N/A	Schedule of Events	What is the difference between the proposal due date and the electronic submission date? The dates on the proposal are different in the RFP. <b>The proposal is due February 13, 2026 and the contract will be announced on March 6, 2026. An amendment to the RFP will be posted to correct the discrepancy.</b>
8	5.0	Cost Proposal	Since the contract starts in the middle of the fiscal year, what are the budget terms? <b>The RFP states vendors must submit a statement for the entire periods: FY26 May 1, 2026-September 30, 2026, FY27 October 1, 2026-September 30, 2027, and FY28 October 1, 2027-September 30, 2028</b>
9	3.0	Scope of Project	Will the proposed CMA be required to house the client and provider paper records? <b>No.</b>
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