

**State of Maryland
Baltimore City Department of Social Services
(BCDSS)
and
Anne Arundel County Department of Social Services
(AACODSS)
Request For Proposals (RFP)

One-On-One Support Services,
MULTI/CWS-23-176-S**

QUESTIONS AND RESPONSES #1

Selection of eMMA and other State procurement resources for potential vendors:

eMMA Homepage:

<https://emma.maryland.gov/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fen%2fbuy%2fhomepage>

eMMA New Vendor registration:

https://emma.maryland.gov/page.aspx/en/sup/registration_extranet_manage

eMMA All Quick Reference Guides (QRGs):

<https://mdprocurement.freshdesk.com/support/home>

eMMA Vendor Quick Reference Guides (QRGs):

<https://mdprocurement.freshdesk.com/support/solutions/folders/70000471511>

eMMA QRG for Responding to Solicitations - RFP (Vendor):

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592967-responding-to-solicitations-rfp-vendor->

NOTE: For best results, use the Google Chrome browser to access eMMA.

eMMA Helpdesk email address:

emma.helpdesk@maryland.gov

eMMA Vendor Training Videos:

<https://www.gotostage.com/channel/emmavendortraining>

Governor's Office of Small, Minority & Women Business Affairs Training and Outreach page with links to a variety of resources which may be of use:

<https://gomdsmallbiz.maryland.gov/Pages/About-GOMA---Outreach.aspx>

Maryland Procurement Academy Vendor Training and Support:

<https://procurement.maryland.gov/vendor-training-and-resources/>

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Question 1: Is this related to an RFP solicited by Anne Arundel County? If it is, how is it related?

Response: AACODSS has not previously released an RFP for these services.

Question 2: Will we have access to real-time help and assistance during this process? In regards to the whole process of the RFP.

Response: The way it works is that you can ask a question, but I need to answer for everybody. So if you're asking a question that's extremely basic, such as what is the e-mail address for the help desk, I can give you that, but if it's anything beyond that extremely basic knowledge, I need to share my answer with everyone.

You can ask a question. I'd prefer e-mail. That way I have it in written form. And then, when I respond, I can't just respond to you; I need to respond in the questions and responses. So I would take your questions down, I and the Program and the AAG would respond to them, and then they would be posted to the eMMA listing.

Question 3: Have the Project Managers for Anne Arundel County DSS and Baltimore City DSS been identified? Whoever the point of contact is for each jurisdiction.

Response: The AA County DSS Project Manager is Rosalind Hill. ...When you reached out about the point of contact, for the procurement, itself, that's me, [Henry ThorStraten, the Procurement Officer for the Solicitation.] in case that wasn't clear. Denise Conway and Temitope Owoye are the Project Managers for Baltimore City.

Question 4: Will there a template for reporting invoicing or are the providers expected to develop their own?

Response: We were thinking about developing one. As of right now, we don't have like a widely-used template to provide, so right now it would probably be via the form for the MBE. Those forms will be available to you to use to submit your information.

Question 5: Will all referred clients have a formal placement or will providers provide services for youth who are awaiting placement?

Response: **Both, a youth/child may be waiting for a more stable placement and need 1:1 support services in an alternative setting or a youth/child may need additional support services in a formal placement. Either scenario could be possible for youth.**

Question 6: How do the agencies track initial phone calls made to the providers to initiate services? What happens if the provider does not answer? Will there be a courtesy period for the provider to call back?

Response: **There is Section 2.3.2, which is the referral process that was presented. It does state that the One-on-One Project Manager or designee will request services from contractors via phone call and e-mail. Services may be requested on a 24-hour basis, seven days a week. Referral requests will be made to the first-ranked contractor in the region. If the contractor is not able to provide the requested service or is unresponsive, the One-on-One Project Manager will request services from the next highest-ranked contractor until services are confirmed. 2.3.2.1 of the RFP specifies what minimum information will be included in a request for services. And then below that it says, "Upon receipt of the referral request, the contractor shall, within 30 minutes of the initial referral, confirm that a One-on-One Services staff member is able to provide One-on-One Services or decline the request for service; within two hours of the initial referral, meet with the youth, the care provider, if present, and the caseworker, if present, and begin providing appropriate One-on-One Services for the youth; and then, lastly, continue to provide One-on-One Services subsequent to the initial visit on the dates and times requested by the One-on-One Project Manager."**

Question 7: I guess the final question is, will there be a grace period or a courtesy period for the provider to call back, you know, if that -- if any -- if that (indiscernible) doesn't go as planned, is there a grace period?

Response: **Well, that Section 2.3.2.2 says, "Within 30 minutes of the initial referral, confirm that a One-on-One Services member is able to provide services or decline the request for service." So that, as I understand it -- if I understand your question correctly, that is the period in which you get to respond.**

Question 8: Must MBE subcontractor be a registered State of Maryland MBE or will Baltimore City MBE subcontractors suffice?

Response: **They have to be certified through the State of Maryland's MDOT MBE certification process. That's the only certifying agency that we will accept both MBEs from.**

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Question 9: From AACODSS: Do they have access to read the contract, because some of the answers they're asking -- some of the questions they're asking may be in the contract?

Response: There's a generic version of the contract that is embedded in the RFP itself.

Question 10: So I know that there are two pricing sheets required for each region. If we're applying to provide services in both regions, do we also need to submit two Technical Proposals, one for each region, or just one Technical Proposal and the two pricing sheets?

Response: See Amendment 1, Item 2.

Question 11: Is there a designated contract amount of youth to be served by each provider? If so, how will it be insured that all providers are referred an equal number of clients? Is there a designated contract amount of youth to be served by each provider? If so, how will it be insured that each provider are referred an equal number of clients?

Response: The RFP 2.3.2.1 states that "referral requests will be made to the first-ranked Contractor in the region. If the Contractor is not able to provide the requested services or is unresponsive, the 1:1 Project Manager will request services from the next highest ranked Contractor(s) until services are confirmed."

Question 12: Are oral presentations from the providers definitive? So are providers going to have to do oral presentations or that will resolved at a later date?

Response: That'll be resolved at a later date. At that time, we'll request them. It's part of the evaluation process.

Question 13: It was stated that the clinical person has to be at least an LCSW. I was wondering, does an LCPC qualify for the clinical supervision?

Response: 2.3.1.C The Contractor shall identify a Clinical Project Manager who shall be a Licensed Clinical Social Worker (LCSW-C) or greater.

Question 14: Should a CAP be required, will the agency provide a CAP template to the service provider?

Response: **2.3.3(B) In the event the Contractor declines a request for service, provide written documentation to both the 1:1 Project Manager and the Contract Monitor within five (5) Business days after declining a request for service. The written documentation shall include an explanation for the declination. Following either three (3) consecutive declinations or three (3) declinations within a three-month period, Contractor shall submit a Corrective Action Plan (CAP) to both the 1:1 Project Manager and the Contract Monitor. The Contractor shall submit the CAP within the timeframe indicated by the Contract Monitor.**

Question 15: What is required for the Residential Child and Youth Care Practitioner (RCYCP) License?

Who is the certifying authority?

How long and how many hours does it take to acquire?

What is the cost for the License?

Response: **Please see the Maryland Department of Health Board for the Certification of Residential Child Care Program Professionals website at: <https://health.maryland.gov/crccp/Pages/practitioners.aspx>**

Question 16: The RFP states “travel reimbursement is not billable.” Does this include billing for mileage that staff incur while providing direct services—i.e., driving to meet with a newly referred participant; or transporting a program participant to a safe location?

Can travel reimbursement expense be included in the proposed unit rate? Our staff are reimbursed per mile for using personal vehicles for service-related travel.

If travel reimbursement is not included in the applicant's budget, who will be responsible for transporting children to and from services which are provided outside of school hours and activities mentioned under Section 2.3.7: Additional Services?

Response: **Section 3.3.4 states “Travel will not be reimbursed under this RFP.” No travel reimbursement is included in this RFP.**

Section I of the B-1 Financial Proposal Instructions states “All Financial Proposal prices entered below are to be fully loaded prices that include all costs/expenses associated with the provision of services as required by the RFP. The Financial Proposal price shall include, but is not limited to, all: labor, profit/overhead, general operating, administrative, and all other

expenses and costs necessary to perform the work set forth in the solicitation. No other amounts will be paid to the Contractor. If labor rates are requested, those amounts shall be fully loaded rates; no overtime amounts will be paid.”

The contractor is responsible for providing transportation.

Question 17: Should the applicant refer to Page 2. Section 2.2: Background, Purpose, and Goals when proposing the number of children to serve in each Region? On average Anne Arundel County has provided 1:1 services to approximately 8 children at any given time during this past year. On average Baltimore City has provided 1:1 services to approximately 15-25 children at any given time during this past year.

The RFP states the Department intends to make up to four (4) awards for Region 1 and up to four (4) awards for Region 2 to the most qualified Offerors. If referring to the number of children above in determining the number of youth to serve in each Region, should the applicant estimate 25% or 100% of the current number of children served during the past year?

Response: The Offeror should estimate 100% of the current number of children served during the past year.

Question 18: The instructions in the RFP on page 61 for Attachment B conflict with the instructions in the Attachment B form. Which of the below is correct? The RFP states: C) All calculations shall be rounded to the nearest cent, e.g., .344 shall be .34 and .345 shall be .3 Attachment B-1 Financial Proposal Form instructions state: A) All Unit and Extended Prices must be clearly entered in whole dollars with no cents, e.g., \$24.

Response: See Amendment 1, Item 3.

Question 19: Are the APPROXIMATE TOTAL HOURS OF SERVICE in column A of the Financial Proposal Form for each Region the number of hours the Applicant's budget should be based on or are the annual hours for price comparison purposes only? The numbers in that column cannot be altered and the hours significantly exceed those which would be provided to the number of children served during this past year on Page 2. Section 2.2: Background, Purpose, and Goals. For example, the Baltimore City Financial Proposal Form column A has 162,500 total hours of service each year. When dividing that number by 52 weeks per year, the weekly service hours = 3,125. Assuming each child receives 30 hours a week, the number of children served each week is 104.2. Given a hypothetical fixed unit price per hour of care of \$50 x 162,500 hours equals a TOTAL

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AMOUNT of \$6,500,000.00 per year of funding per Provider. Is the number of hours in column A a typo?

Response: **The APPROXIMATE TOTAL HOURS OF SERVICE are for informational and price comparison purposes.**

Question 20: Please advise if the video of the virtual Pre-Proposal Conference meeting on January 18, 2024 at 2:00pm was recorded and can be forwarded via email.

Response: **The video of the Pre-Proposal Conference is for internal use only. The transcript of the conference will be posted to eMMA and the DHS site.**

Question 21: Please advise if we need to acknowledge receipt of this RFP in eMMA.

Response: **Please reach out to the eMMA Help Desk at emma.helpdesk@maryland.gov with questions concerning eMMA. Additionally, resources are provided at the beginning of this Questions and Responses which may be useful.**

Question 22: Are there current incumbents?

Response: **There are no incumbents in Anne Arundel County. The incumbents in Baltimore City may be found on the Board of Public Works Action Agenda for December 13, 2023, item 24-S-OPT. The link to the Board of Public Works, Board of Public Works Meeting Documents for 2023 is https://bpw.maryland.gov/Pages/meetingDocuments_year.aspx?year=2023**

Question 23: Section 2.2: What are the average hours worked per day?

Response: **The average hours worked per day is eight (8) to twelve (12). A youth might need services for a 24 hour time period, however the shift is split among multiple staff.**

Question 24: The RFP states that service may last 30 days. How often is this extended beyond 30 days?

Response: **This is determined on a case-by-case basis. Some 1:1 services may extend several months if necessary for that child/youth.**

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Question 25: Section 2.3.1: Does DHS perform background CJIS checks relating to RCYCP?

Response: Section 3.7.2 states “The Contractor shall obtain from each individual assigned to work on the Contract a statement permitting a nationwide criminal background check. The Contractor shall secure at its own expense a Maryland State Police and a FBI background check on all assigned employees and all new employees prior to assignment to include the following: CPS clearances done in every state that they lived in the last 5 years and CJIS fingerprinting.”

Question 26: Section 2.3.3: Regarding Point of Service, does service begin at acceptance of referral/assignment or once the contractor’s employee arrives for duty?

Response: Service begins upon the contractor’s employee arrival for duty.

Question 27: Section 3.3: Please elaborate on what support documentation is required for invoicing and on what terms are payments reimbursed?

Response: Section 3.3.1 describes the requirements of a Proper Invoice. Section 4.24 describes the Prompt Payment Policy. Section 4 of the Contract (Attachment M) describes the terms of payment.

Question 28: Section 3.7.1: For clarification, the contractor staff will receive badges from the state or our agency badges will be adequate? Will badges be required to wear at clients houses or will contractors’ uniforms be adequate?

Response: Section 3.7.1.A states “Contractor Personnel shall display his or her company ID badge in a visible location at all times while on State premises.” The RFP only specifies badges are to be worn while on State premises.

Question 29: Section 3.8: Is the Problem Escalation Procedure submitted as part of the solicitation or due at the time of awarded contract?

Response: Section 3.8.3 states “The Contractor must provide the PEP no later than ten (10) Business Days after notice of recommended award. The PEP, including any revisions thereto, must also be provided within ten (10) Business Days after the start of each Contract year and within ten (10) Business Days after any change in circumstance which changes the PEP.

Question 30: Section 3.12: Is an MBE goal a part of this RFP and what is the goal amount?

Response: The Key Information Summary Sheet states that the MBE Subcontracting Goal is 15% and that the VSBE Subcontracting Goal is 0%.

Please note that Offerors themselves do not need to be MBEs.

Question 31: Is Living Wage set for this RFP?

Response: The Department of Labor website states “Effective 12:01 a.m. on September 28, 2023, the Living Wage rates will be adjusted to \$16.13 per hour in Tier 1 areas and \$12.11 in Tier 2 areas.” Additionally, the site states that “State law requires that contractors and subcontractors pay each covered employee at least the higher of the State minimum wage or the minimum Living Wage rate established for the applicable Tier area.”
<https://labor.maryland.gov/labor/prev/livingwagefaqs.shtml> The site states that, regarding minimum wage, “under the Fair Wage Act, all employers (regardless of size) pay \$15 per hour.”
<https://www.dlrr.state.md.us/labor/wages/wagehrfacts.shtml>

Question 32: Can a bidder indicate what region it would prefer to work or is this up to the selection committee?

Response: Section 2.1.3 states “An Offeror may propose to serve either or both regions.”