

Attachment B

Written Questions

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answers
Example	page 3, section 1.2, A	A Term Contract will be awarded to a single vendor.	Will there be only one vendor selected to provide these services?	
1	Section 2, Minimum Requirements, 2.2 Scope of Work, #10	Vendor must provide at least six (6) but no more than ten (10) DCFS-approved, trauma-informed, stand-alone continuing education offerings/trainings for DCFS resource parents during the contract year. These trainings must be offered in different locations throughout the Vendor's specified DCFS Service Area as agreed upon by DCFS and the Vendor.	Are we only allowed to provide 6 to 10 total trainings (a maximum of \$32,500 contract profit) for our area over the course of the entire year, or are we able to offer the 6 to 10 training events as many times as needed to completely fulfill the training needs (15 hours per person) of all the families within our area?	DCFS will approve trainings in advance, however the trainings cannot exceed the total cost of contract which is \$30,000. Ideally trainings will vary from one hour "lunch and learns" up to full day trainings of eight hours (which includes a lunch break). Again, prior approval must be obtained.
2	Section 2, Minimum Requirements, 2.2 Scope of Work, #10		Secondly, what is the expected length for each training (1 hr., 1.5 hr., etc.)?	There is a range. One - eight hours (anything that is considered a "mini" conference - over 8 hours would be case by case) prior approval must be given.
3	Section 2, Minimum Requirements, 2.2 Scope of Work, #10		Are we able to offer and be reimbursed for PLPA families as well? Basically, will COMPACT Family Services foster families be allowed to attend these training events?	The intent of the contract is for non PLPA agency families because PLPA agencies are required to provide continuing education. However, as capacity allows this could be approved on a case by case basis.
4	Section 2, Minimum Requirements, 2.2 Scope of Work, #17	Vendor must respond to crisis phone calls and e-mails from resource parents within twenty-four (24) hours of receipt of communication and provide contact information, including afterhours contact information, for the designated DCFS mental health specialist.	Can you provide us with any indication of what the crisis on-call responsibilities might entail? How many calls/emails might we expect over the course of a week?	DCFS does not foresee this being a 24 /7 responsibility. The idea behind this was that as trainings are conducted relationship building will occur. We suspect that some families will be calling for support and that in limited circumstances some families may call with true crises, but the action the vendor will need to take is to ensure the family has the contact number for the DCFS on call mental health specialist. We plan to ensure each receipt of the contract has the appropriate contact information for DCFS personnel.
Questions and Answers Resource Parent Training and Support				

5	Section 2, Minimum Requirements, 2.5 Reimbursement #4	For trainings organized by the Vendor that do not meet the minimum number of participants registered within one (1) week of the scheduled training, the Vendor shall be reimbursed for the outreach materials and time of staff who conducted outreach at the rate of fifteen dollars (\$15) per hour upon receipt of documentation for materials and staff time.	If at (1) week out, more than 10 participants are scheduled, but some drop out last minute (leaving less than 10 at the training) how will the event be reimbursed?	DCFS will work through this on a case by case basis.
6	Section 2, Minimum Requirements, 2.5 Reimbursement #5	Overhead costs for the transfer of learning follow- up and general support to resource parents are to be negotiated between the Vendor(s) and DCFS	Is there a standard “over-head” cost/rate, that is not referenced here, for us to consider? If not, what is the process of negotiating a cost? What types of “overhead costs” are able to be negotiated?	There is not a standard overhead cost/rate. The process for negotiating cost will include the vendor developing a budget for the Division to then consider. Overhead costs that may be able to be negotiated include administrative oversight, communications budget (e.g., postage, mail chimp subscription, flyers), training equipment (e.g., projector), etc. An examples of overhead that will not be negotiable is office space/rent for the vendor.
7	page 12, section 2.3, 1.	Vendor must have at least two (s) years' experience in platform training and/or group facilitation.	Do you consider training staff in and utilizing a trauma informed model of care working with foster children and their families for more than two years as fulfilling this requirement?	More information is needed to provide a response. We encourage you to submit with additional information.
8	page 4, 1.9 C.	The State's consolidated written response is anticipated to be posted to the OP website by the close of business on or around 2018.	What date will the responses be posted?	On or around April 13, 2018
9	Page 12, Section 2.2, 10	Vendor must provide at least 6, but no more than 10... stand-alone offerings.	Is the maximum contract for 10 total training sessions, or is it for up to 10 different trainings offered as many times as necessary to satisfy the training hours for all foster families in the area?	Yes, you could do the same training as long as it's in a different county, different foster parents. We do not want the same trianing offereed all ten times.
10	Page 12, Section 2.2, 7	Vendor must ensure that all trainings are trauma informed...	Is there a specific number of CEUs that must be provided for each stand-alone training?	See Answer # 2
11	Page 11, Section 2.1, Introduction	(DCFS) seeks contracts with qualified vendors to provide consistent training, transfer of learning, and general support to resource parents.	Are all resource parents able to benefit from the offering of continuing education training provided by the vendor including those from a PLPA or other private agency?	See Answer #3

12	Page 12, Section 2.2, 17	Vendor must repond to crisis emails and phone calls...	Has DCFS formulated an estimate as to the number of crisis calls to expect in each area, or an estimate of the number of hours the might be required to fulfill this section of the contract?	See Answer # 4
13	Page 13, Section 2.5, 4	For trainings organized by the vendor that do not meet the minimum number of participants within one week of the scheduled training, the vendor all be reimbursed...	If a training has enough registrants to meet the minimum requirements one week prior to offering, but an insufficient number of participants arrive for the training, will the vendor receive the agreed upon rate of compensation?	See Answer #5
14	Page 13, Section 2.5, 5	Overhead costs for the transfer of learning follow- up and general support to resource parents are to be negotiated between the Vendor(s) and DCFS.	Is thee a standard overhead cost/rate that is not referenced here for vendors to consider? If not, what is the process of negotiating this cost, and what type of "overhead costs" are elible for negotiation?	See Answer #6
15	Bid Solicitation Document page 11, section 2.1, 3rd paragraph	One (1) resource parent mini-conference	A mini-conference was mentioned in the Bid Solicitation Document but not in the RFQ Response Packet. What are the requirements for such an event?	See answer #2.
16	RFQ Response Packet page 7, section E.1, A	Stand Alone Continuing Ed. Trainings	What it the minimum and maximum required CEU hours for each training?	See Answer #2
17	RFQ Response Packet page 7, section E.1, B	DCFS Resource Parent Conferences	What is the yearly minimum and maximum number of mandatory DCFS parent conferences at which we will be requested to develop, coordinate, and provide training?	There would be a difference in the conference vs. the training - we are expecting six - ten trainings. DCFS will be monitoring the contract to ensure that allotted amount is not exceeded. All trainings have to have prior approval.

18	RFQ Response Packet page 7, section E.1, B	Resource Parent Support Groups	What is the yearly minimum and maximum number of mandatory DCFS Parent Support Groups at which we will be requested to develop, coordinate, and provide training?	See Answer #17
19	Page 5, Section 1.14, A	A joint response submitted by two (2) or more vendors is acceptable. However, a single vendor must be identified as the prime contractor.	Does the prime contractor have to be an in-state registered entity?	The entity must be properly registered to do business in the State of Arkansas.
20	Page 5, Section 1.14, A	A joint response submitted by two (2) or more vendors is acceptable. However, a single vendor must be identified as the prime contractor.	May the prime contractor be a foreign entity properly registered with the Arkansas Secretary of State's Office?	See Answer #19.
21	Page 11, Section 2.2, 1	Vendor must submit its training curriculum to DCFS for review and approval prior to implementation.	Is there an established training curriculum that DHS will require the vendor the use?	No .The vendor may implement established training curricula approved by the Division, but the vendor also has the option of developing its own trainings.
22	Page 12, Section 2.2, 17	Vendor must respond to crisis phone calls and e-mails from resource parents within twenty-four (24) hours of receipt of communication and provide contact information, including afterhours contact information, for the designated DCFS mental health specialist.	Does the State currently provide a crisis hotline?	No - see answer #4
23	Page 12, Section 2.2, 17	Vendor must respond to crisis phone calls and e-mails from resource parents within twenty-four (24) hours of receipt of communication and provide contact information, including afterhours contact information, for the designated DCFS mental health specialist.	Will the vendor be required to provide a designated crisis hotline?	No - see answer #4