

# REQUEST FOR PROPOSAL (RFP)

## Credible Messengers

DCAT3-25-113

## Questions/Answers

### **Questions from Children and Families of Iowa (CFI):**

1. **Question:** 1.3.1.8.a. (pg. 5) Require any employees, including supervisors and direct care staff involved with the Credible Messengers Program, participate in routine on-site and remotely delivered consultation with ATC.

Does the reference to supervisors indicate the Project Coordinator or are additional supervisors expected to attend?

How many hours of consultation are anticipated for supervisors?

**Answer:** The Program Coordinator and any staff providing services under this contract are expected to participate and/or attend routine on-site and remotely delivered consultation with ATC. The number of hours of consultation anticipated for supervisors will be at the discretion of the bidder based on the consultation services listed in Attachment G that the bidder chooses to utilize.

2. **Question:** 1.3.1.8.c. (pg. 6) A required minimum amount of consultation will be determined solely by ATC.

When is the minimum amount of consultation determined?

Is there a standard range of consultation bidders can expect to participate in if awarded?

Is the required minimum amount of consultation to be funded through the grant budget or will it be funded by the agency outside the grant budget?

If the minimum will be funded through the budget, how should bidders reflect that if a minimum has not been determined?

**Answer:** After the contract is in place and following the initial training. ATC consultation services in Attachment G is through a 6-month coaching engagement. The initial training will be funded by Scott County Kids. The bidder will be responsible for any consultation costs under Attachment G and should be considered when developing the proposed project budget under "Direct Expenses - Training and Materials". It is at the bidder's discretion how much they want to allocate of the budget to consultation costs found in Attachment G.

3. **Question:** 1.3.1.8.d. (pg. 6) To ensure program quality, the contractor may elect or be required to purchase additional consultation services over the required minimum.

When is the decision made regarding additional consultation requirements?  
Is there any cap on the amount of consultation services awarded contractors can be required to purchase?

If awarded bidders are required to purchase additional consultation services, will the awarded contractor be allowed to make a budget revision to support the cost?

**Answer:** A decision would need to be determined following the initial training. No. Yes.

4. **Question:** 1.3.2.a. (pg. 7) 100% of staff will complete the initial ATC training. Does this include staff in addition to the Project Coordinator and Credible Messengers? If the Project Coordinator or a Credible Messenger position turns over, is the new staff member required to complete the initial ATC training?

If the new staff member is required to complete the initial ATC training, who is responsible for the cost?

**Answer:** No, but the bidder may want additional staff to attend. No, but as stated in the previous answer the bidder may want additional staff to attend for future staffing needs. Not applicable. Please see previous answer.

5. **Question:** 1.3.2.c. (pg. 7) 90% of credible messengers will engage with mentees weekly. Is it possible to revise this measure? There are two credible messengers funded through this contract, resulting in possible contractor data points of 100% compliant, 50% compliant or 0% compliant for any period.

**Answer:** No.

6. **Question:** 1.3.3. (pg. 8) Contract Payment Methodology. What amount of the maximum \$902,253.65 total contract is expected to be paid in training fees over the entire course of the project?

**Answer:** The training fees will be at the bidder's discretion based on their annual proposed project budget.

7. **Question: 3.1. (pg. 14) Bid Proposal Formatting.**

Page Limit: Pages included in Proposal Tab 3 and any attachments the Bidder creates in a "Tab 3 Attachments" section is limited to \_\_\_\_\_ pages. See Section 3.2 for further information about Tab 3 Attachments. IF NO PAGE LIMIT PUT "Not Applicable" IN THIS BOX.

USB Flash Drive: The Technical Proposal and Cost Proposal must be provided on separate USB flash drives. Bidders shall submit \_\_\_\_\_ flash drives, each with a copy identical to the content of the original hard copy of the Technical Proposal and \_\_\_\_\_

flash drives of the Cost Proposal, each with a copy identical to the content of the original hard copy of the Cost Proposal.

Information appears to be missing from the page limit and flash drive sections. Please provide information on Tab 3-page limits, the number of flash drives required for the technical proposal, and the number of flash drives required for the cost proposal.

**Answer:** There is no page limit and the bidder will need one flash drive for the technical proposal and one flash drive for the cost proposal.

8. **Question:** Attachment F: Vendor Security Questionnaire (pg. 30) (also 1.3.1.11. pg. 7) Should bidders include a completed Vendor Security Questionnaire with the application or is that required at the time of contracting if awarded?

**Answer:** The bidder is welcome to complete the Vendor Security Questionnaire at the time of their proposal submission, but it is not required until the contract is awarded and in preparation of the contract execution date.

9. **Question:** Attachment G: ATC Training (pg. 34)

Is \$37,000 the anticipated cost of the minimum training?

Please clarify which portions of the training costs the Agency is responsible for, which portions the bidder is responsible for, and at what respective costs.

**Answer:** The \$37,000 list in Attachment G is the maximum cost of the consultation services. The initial training will be funded by Scott County Kids and the consultation services in Attachment G will be at the bidder's discretion.

### **Questions from Family Resources Inc. (FRI):**

1. **Question:** (pg 5) Is the Project Coordinator only allowed to work on this program or could we fund part of a Project Coordinator and fully support two full time Credible Messengers? If not, after the first year of training and getting everything going smoothly, could the Project coordinator take on another project if it is found that they have the time and half of their salary be funded through another project freeing up extra funding for client assistance or something else identified that would help improve the program?

**Answer:** It is at the bidder's discretion how they split the funding percentage for the Project Coordinator position.

2. **Question:** What are the expectations for caseloads per worker? Is there a maximum caseload where we would have to turn down referrals or is that not permitted?

**Answer:** It is at the bidder's discretion what the caseload per Credible Messenger will be based on caseload needs. There is no maximum caseload per Credible Messenger as it is based on caseload needs.

3. **Question:** (pg 5 sec b of RFP) Credible Messengers are required to do weekly home visits. Is the parent and youth required to be there or is it either or? If the youth was seen at school that same week is the home visit still required? Is there a minimum length of time that these home visits need to be? Would a scheduled visit where the youth or parent cancels or does not show up be counted for the requirement or would that meeting need to be rescheduled that same week?

**Answer:** The Credible Messenger must meet weekly with the youth. If the Credible Messenger meets with the youth outside of the home then that fulfills the weekly meeting expectation. There is no minimum length of time, but the weekly meeting needs to be based on the youth's needs. The Credible Messenger should make an attempt to reschedule any canceled or no showed meetings within the same week.

4. **Question:** (pg 6 sec a of RFP) Is any type of documentation of services such as contact notes or monthly progress report required to be submitted to anyone such as the JCO for each youth?

**Answer:** No.

5. **Question:** (pg 6 sec a-iv of RFP) For the quarterly reports, does the number of contacts with the youth and families/caregivers per quarter include any type of contact such as phone, in-person etc.?

**Answer:** No. The bidder's quarterly reports should specify the type of contact.

6. **Question:** (pg 7 sec 1.3.2) Performance measures: How will we track the re-offend after program completion outcome if the family relocates out of the service area?

**Answer:** The 7<sup>th</sup> Judicial District Juvenile Court Service staff will provide that information as needed.

7. **Question:** (pg 29) Is the training/materials referred to in the budget the training required through the ATC or is this additional training?

**Answer:** It is the training through ATC.

8. **Question:** (pg 36) \$37,000 is the listed cost for all training through the ATC. Is all of the training required? Is the goal to be ATC certified? For the in-person training is there additional travel expenses for the trainers to come to us? Are there any other programs within Iowa that are implementing the Credible Messenger program that we could combine training with and reduce costs or is this cost calculated for our specific group of 1 supervisor and two messengers?

**Answer:** No, it is at the bidder's discretion which consultation services in Attachment G they utilize. Yes, the goal is for the bidder to be ATC certified. No, there is no additional training costs outside of what is listed on Attachment G. No, Credible Messengers is being piloted in Iowa through Scott County Decategorization for the 7<sup>th</sup> Judicial District Juvenile Court Services and Scott County Kids is paying for the initial training. Yes, the cost of the consultation services listed in Attachment G are for one supervisor and two Credible Messengers.

9. **Question:** (pg36) Just to be clear, does that \$37,000 come out of the listed maximum budget amount \$152,358 (pg7) for the first year?

**Answer:** Yes any consultation services listed in Attachment G which are rendered during the fiscal year will come out of that fiscal year's budget.

10. **Question:** Are training materials and access to custom paperwork included in this cost and provided by the ATC?

**Answer:** Yes.

11. **Question:** What contact will we be allowed to have with the ATC trainers after the initial training and certification is complete? Is there a cost for checking in or asking questions after the training we pay for is complete?

**Answer:** The bidder will have access to ATC trainers based on the consultation services listed in Attachment G. That will be at the discretion of ATC after the initial training and consultation services have been completed.

12. **Question:** (pg 7) "Gift cards shall not be reimbursed in this contract." What about other forms of client assistance?

**Answer:** This project is a mentoring service and the bidder would have to allocate on their proposed project budget if they intend to provide any funding for client assistance.

13. **Question:** If the family needs to be stabilized first before they can focus on participating in services, would we be allowed time to work on that first and then implement services once stabilized or would that time count against our timeline when reporting outcomes? Or is it possible to refer them to another program that specializes in providing resources and referrals and then once they are ready, begin services?

**Answer:** Once a referral is made the Credible Messengers service should be implemented, but the bidder does have the option, and is encouraged, to refer the youth to other resources needed while the youth is involved in the program. The bidder should be aware that Credible Messengers is a youth focused mentoring service.

14. **Question:** Are these services required by the Juvenile Court for parent/guardians and/or youth to participate or are they volunteer services? Is any incentive provided to the family for participation? Who and how will they be penalized if the services are required and they do not comply?

**Answer:** Although Credible Messengers is a voluntary program, there may be circumstances when the youth is required to participate. There is no incentive for the youth to participate in Credible Messengers. The 7<sup>th</sup> Judicial District Juvenile Court Services will determine any outcomes for a youth's lack of participation.

15. **Question:** How long do we try to contact a parent/guardian to initiate services when there is no response?

**Answer:** The bidder should make an initial attempt to contact the parent or guardian within two business days of receiving the referral and make up to 2 additional attempts within seven business days of receiving the referral.

16. **Question:** What happens if a hired staff leaves the company in the middle of being trained? Is there be a commitment involved such as signing a contract to get the job? Is there an additional cost to get the replacement worker, once hired, trained from the beginning?

**Answer:** The bidder will need to hire a replacement Credible Messenger. Whether or not the bidder wants to execute an employment contract with a Credible Messenger is at the bidder's discretion. The initial training will only occur one time, so the bidder will be responsible for training any new staff.