



**STATE OF MAINE REQUEST FOR PROPOSALS
RFP AMENDMENT #1 AND
BIDDERS' CONFERENCE AND SUBMITTED QUESTIONS & ANSWERS SUMMARY**

RFP NUMBER AND TITLE:	RFP # 201911201 – Family Visitation Services
RFP ISSUED BY:	Department of Health and Human Services, Office of Child and Family Services
BIDDERS CONFERENCE LOCATION:	109 Capitol St. Augusta, ME 04333, Conference Room A
BIDDERS CONFERENCE DATE/TIME:	February 3, 2020, 10:00 a.m., local time
SUBMITTED QUESTIONS DUE DATE:	February 7, 2020, no later than 11:59 p.m., local time
AMENDMENT AND QUESTIONS & ANSWERS SUMMARY ISSUED:	March 17, 2020
NOTICE OF INTENT DUE DATE:	March 4, 2020, no later than 11:59 p.m., local time
PROPOSAL DUE DATE:	April 6, 2020, no later than 11:59 p.m., local time
PROPOSALS DUE TO:	proposals@maine.gov

Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.

DESCRIPTION OF CHANGES IN RFP (if any):

1. PART I.A. TABLE 1 is amended.
2. PART II.J.1.a. TABLE 2.a. language is amended.
3. PART IV.B. Section III 2 language is amended.
4. PART V.B.3. language is amended.
5. APPENDIX D Cost Proposal Form is amended.

REVISED LANGUAGE IN RFP (if any):

1. All references PART I.A. TABLE 1 is deleted in its entirety and replaced with an updated table.

TABLE 1 – Estimated Family Visitation Program hours per District, per month

District	Counties	OCFS District Offices	Estimated Family Visitation Program Hours
1	York	Biddeford & Sanford	905
2	Cumberland & Sagadahoc	Portland	1,195

3	Androscoggin, Oxford & Franklin	Lewiston	1,665
4	Lincoln, Knox & Waldo	Rockland	530
5	Kennebec & Somerset	Augusta & Skowhegan	1,900
6	Penobscot & Piscataquis	Bangor	1,560
7	Washington & Hancock	Ellsworth & Machias	600
8	Aroostook	Caribou & Houlton	985

2. PART I.J.1.a. TABLE 2.a. is amended to read:

a.	Ninety percent (90%) of completed referrals must be scheduled for a Visit to be conducted within seven (7) calendar days.	Quarterly	Performance Measure Report
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3. PART IV.B. Section III. 2. is deleted in its entirety and replaced with:

2. Cost Proposal Form and Cost Proposal Narrative Instructions

- a. The Bidder shall complete **Appendix D** - Cost Proposal Form by providing a single, Statewide, all-inclusive, Unit Rate cost for FVP services. The proposed Unit Rate must reflect the cost of meeting all requirements in this RFP. Failure to provide the requested information, and to follow the required cost proposal format, may result in the exclusion of the proposal from consideration, at the discretion of the Department.
- b. **Cost Proposal Narrative:** Bidders are to include a brief budget narrative on **Appendix D** to explain the basis for determining the information contained within the Unit Rate. The Budget Narrative is limited to two (2) pages

4. PART V.3. is deleted in its entirety and replaced with:

- 3. **Scoring the Cost Proposal:** The total Unit Rate cost proposed for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The lowest Unit Rate bid will be awarded 25 points. Proposals with higher Unit Rate bid values will be awarded proportionately fewer points calculated in comparison with the lowest Unit Rate bid.

The scoring formula is:

(Lowest submitted Unit Rate cost proposal / Unit Rate cost of proposal being scored) x 25 = pro-rated score

No Best and Final Offers: The State will not seek a best and final offer from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their proposal.

5. APPENDIX D The Budget Form is deleted in its entirety and replaced with a new Cost Proposal Form.

The Cost Proposal Form may be obtained in a Word (.docx) format by double clicking on the document icon below.



Provided below are questions asked and the responses given at the Bidders Conference.

Question #	Question	Answer
1	Page 9, Section A, Table 1. Not all of the estimated visitation hours seem to be based on current units being used. What are they being based on?	Refer to amended language at the beginning of this document.
2	Page 11, Section A.1.a. a. Hours of operation, can the center choose to be open for business when the state is not open? b. For example, on Saturdays?	a. Yes. b. Yes.
3	Is the agency reimbursed for mileage?	Proposed travel cost shall be included in the Unit Rate and a brief explanation of the travel cost shall be included in the Budget Narrative.
4	Page 16, Section I. 2.c.vii. Will the agency have access to the OCFS Family Visitation Policy and documentation?	Refer to PART II.D.6.d.i. of the RFP.

5	Page 16, I.3.d. Is the agency required to have their own Relias account for training or will the agency be able to use the State's Relias account?	The awarded Bidder will be required to have their own Relias account.
6	Would the State entertain proposals for a replacement system with the same functionality as Relias or is the LMS system required?	No.
7	Would the State entertain proposals with a later contract start date or is this a firm start date?	No, this is a firm start date.
8	Page 12. The current contract has seven (7) business days as opposed to seven (7) calendar days. What is the purpose of that change?	The change is a business decision of the Department.

Provided below are submitted written questions received and the Department's answers.

Question #	Question	Answer
1	Page 17, Section J.1.a. Table 2. Performance Measure a. states that 90% of completed referrals must be scheduled for a Visit to be held within 7 <u>business</u> days. On page 12 Section C. 1.a.ii. 1) it says the first Visit shall occur within 7 <u>calendar</u> days of the referral. Please clarify if it is 7 business or calendar days.	Refer to the revised language at the beginning of this document.
2	Page 8, Part I, Section A Table 1 Table 1 depicts the total estimated Family Visitation Program hours per district. Please specify activities to be provided (billed) as part of direct service hours. Do they differ from the following? a. Actual time spent working with the family (i.e. face to face and telephone contacts, and collateral contacts, as needed to arrange visitation).	It is at the Bidders discretion how to respond.

	<ul style="list-style-type: none"> b. Actual time spent transporting children to and from scheduled visits. c. Actual time spent in case conferences with Department staff. d. Actual time spent participating in multi-disciplinary telephone conferences scheduled by Department staff. e. Actual time spent in court, as well as the actual travel time to and from court. f. Actual time spent on documentation, as part of the family's record. g. Actual time spent attempting to provide service (waiting for client for prearranged visit, rescheduling visits, etc.). h. A no-show or visit cancelled in less than 24 hours of the scheduled start time may be billed for one (1) hour, or the scheduled length of the visit, whichever is less. (In addition to the time billed for attempting to provide the service, as defined above). 	
<p style="text-align: center;">3</p>	<p>On page 13, Section 7.c.ii. It states that an agency is to "Ensure VSWs provide transportation for the Child(ren) to and from the Visitation, as requested by the Department".</p> <ul style="list-style-type: none"> a. Does this mean that the agency is to be the sole provider of transportation? b. Or can there be other sources of transportation? 	<ul style="list-style-type: none"> a. No, only at the request of the Department. b. Yes.
<p style="text-align: center;">4</p>	<ul style="list-style-type: none"> a. Will there be reimbursement for interpreter services by the Department should they be used for visitation? b. Or is that to be budgeted for in the proposal? 	<ul style="list-style-type: none"> a. No. b. The Department will provide Interpreter services separate from the contract, resulting from this RFP, when needed.

5	Do we need separate proposals and budgets for each region that we are applying for?	Refer to PART I.E. and Part III.D.4. and E.2. of the RFP.
6	<p>a. What is your current reimbursement rate for visitation services?</p> <p>b. Do you prefer per diem, program funded, etc.?</p>	  BP54 CFS-20-8707 Home Counselors Tc BP54 CFS-20-8708 AMHC Enc.pdf <p>a.</p> <p>b. Unit Rate.</p>
7	Will you accept proposals from out-of-State bidders?	Refer to Part I.C. of the RFP.
8	On average, how many families are served per month/year for the listed regions?	Due to the dynamics of the different families the Department services, this data is not currently available.
9	Is there a total budget cap for each of the regions?	Funds will be distributed based on the need in each region.
10	Page 23. Section III Cost Proposal 1.a. Will this be an expense or unit based “fee for service” agreement?	Refer to the revised language at the beginning of this document.
11	Page 23. Section III Cost Proposal 1.b. Given the high rate of cancellations with some families, should the staffing and transportation costs for no shows and cancellations be built into the budget and cost proposal?	Refer to the answer to question 3 of the Bidders’ Conference questions of this document.
12	<p>Page 20. Part III Key RFP Events E.3</p> <p>a. It is possible that all required RFP attachments may exceed the megabyte size limit for email delivery?</p> <p>b. While reducing resolution of documents may help with size limitations, doing so may affect the quality of submission and may reduce legibility. It may be necessary to send one completed RFP with attachments in two emails. Will this be problematic?</p>	<p>a. It is the Bidder’s responsibility to ensure delivery of all proposal documents. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.</p> <p>b. Bidders may split files up between multiple emails, by response sections, in order to work around file size limits, but all emails must be received by the listed due date and time to be considered. Any emails received after the posted due date and time will not have their contents considered for award.</p>

<p>13</p>	<p>Page 23. Section III Cost Proposal 1.b. Currently supportive visitation agencies are the primary resource for providing transport of children to and from visits.</p> <p>a. Does the Department anticipate that this will continue to be the expectation?</p> <p>b. Since transportation increases cost immensely, what percentage of visits does the Department anticipate will need transportation?</p>	<p>a. No.</p> <p>b. The Department does not collect this data, therefore cannot anticipate what the need may be.</p>
<p>14</p>	<p>Does the per month amount included on page 9 total only visit times or is there client transportation included in these amounts?</p>	<p>Each unit accounts for an hour of time spent delivering services described in the scope of services of the RFP.</p>
<p>15</p>	<p>Page 12. States there is a requirement for the VSW to attend family team meetings.</p> <p>a. How long are those meetings typically?</p> <p>b. How often are they held each month?</p> <p>c. Are these hours included in the per month count table on page 9?</p>	<p>a. Typically, one (1) hour.</p> <p>b. As needed, case-by-case.</p> <p>c. Yes.</p>
<p>16</p>	<p>Page 13. Element 6.e. states “in creating the Family Visitation Plan”</p> <p>a. Does this mean the VSW completes the plan?</p> <p>b. Is how often does the plan need to be revised?</p> <p>c. Is this time included in the monthly per month hours count on page 9?</p>	<p>a. The Department creates the plan, with the Visitation Supervision Worker present to provide feedback.</p> <p>b. As needed by the Department.</p> <p>c. Yes.</p>

<p>17</p>	<p>Page 15. In regard to Section G. HIPAA states that a client file is the client's and they have rights to review it unless it would cause physical or emotional harm to the client or another individual.</p> <ol style="list-style-type: none"> In this service are the parents considered the client? And therefore, would have access to all supervised visit records? Or, is the child the client and the parents would need to request records from the supervised visit provider or would that request go to DHHS as visits are entered into the MACWIS system. 	<ol style="list-style-type: none"> No. Parents may only gain access through the court discovery process. Refer to the answer to question 17.b. of the written questions of this document.
<p>18</p>	<p>In situation when two VSWs are required due to the number of family members, youth, or it is safer to have two VSWs, does the Department provide additional funding?</p>	<p>Yes, upon Department-approval, reimbursement will be provided.</p>
<p>19</p>	<p>Page 34. The Rider F budget form appears to be that of a cost shared or a cost settled funding structure.</p> <ol style="list-style-type: none"> Will this service be cost settled quarterly or annually? If cost settled, is travel to pick up and then return home a child, a direct expense making is part of the employee expense? Or, is this a fee for service funded program? If it is a fee for service program, is traveling time and mileage included in the allowable expenses? 	<p>Refer to the revised language at the beginning of this document.</p> <ol style="list-style-type: none"> The services resulting from this RFP will not be cost settled. N/A. Refer to the amended language at the beginning of this document. Refer to the answer to question 3 of the Bidders' Conference questions of this document.



**STATE OF MAINE REQUEST FOR PROPOSALS
RFP AMENDMENT #2**

RFP NUMBER AND TITLE:	201911201 – Family Visitation Services
RFP ISSUED BY:	Department of Health and Human Services, Office of Child and Family Services
AMENDMENT DATE:	March 24, 2020
PROPOSAL DUE DATE:	July 6, 2020, no later than 11:59 p.m., local time (as amended)
PROPOSALS DUE TO:	proposals@maine.gov

Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.

DESCRIPTION OF CHANGES IN RFP (if any):

1. Proposal Due Date is amended.
2. Submitted Questions Due Date is amended.
3. Period of Performance Dates, PART I.D. is amended.

REVISED LANGUAGE IN RFP (if any):

1. *Proposals must be received by the Division of Procurement Services by:*
Submission Deadline: July 6, 2020, no later than 11:59 p.m., local time
Proposals must be submitted electronically to the Division of Procurement Services at:
Electronic (e-mail) Submission Address: Proposals@maine.gov
2. *All questions must be received by the identified RFP Coordinator by:*
Date: June 12, 2020, no later than 11:59 p.m., local time
3. The Period of Performance Dates are amended to:

Period	Start Date	End Date
Initial Period of Performance	October 1, 2020	September 30, 2022
Renewal Period #1	October 1, 2022	September 30, 2024
Renewal Period #2	October 1, 2024	September 30, 2025