



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: January 11, 2011

HSS-11-026

Local Child Care Market Rate Study of Delaware's Child Care Providers

for

Division of Social Services

Date Due: February 4, 2011

By 11:00 AM Local Time

ADDENDUM # 1 Question and Answers

PLEASE NOTE: THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

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Questions received for RFP HSS 11-026 Local Child Care Market Rate Study of Delaware’s child Care Providers. The deadline for questions was 1/5/11. Six vendors submitted questions.

1. Do you require that the interviews be conducted in other languages, in addition to English? If “yes” what language or languages? (See: Section II, Scope of Services, page 8 “Conduct the survey”.)

No. Should there be a language barrier; DSS will provide a translation service

2. Where on the Budget Summary Sheet should subcontractors be listed? (See Appendix A, Budget Summary Sheet, pg. 21.)

List under Contractual –other. Give the name of the subcontractor, amount and length of time of the contract.

3. As part of the services provided to the Division, do you want the contractor to submit standard errors and confidence intervals for the 75th percentiles? (See Section II, Scope of Services, page 8 “Analyze data....”.)

Yes.

4. The proposals are to be sent to Bruce Krug. Is that correct? (See Section VI, General Instructions for Submission of Proposals, pg. 15.)

Yes.

5.It is understood that Sections C, D, E, and F are to be submitted in a hard copy format along with the proposals on a CD. Should Sections C, D, E, and F also be included on the CD? (See Section VI, Section A: Number of Copies Required, pgs.14-15.)

Yes.

6.Is a copy of the 2009 survey instrument available?

For the 2010 survey instrument:

- a) How many of the questions will be open-ended questions?**
- b) How many of the questions will contain an “other, specify” response?**
- c) Will the open-ended questions need to be coded? If so, will DSS provide a code list?**

Yes the 2009 survey instrument will be available to the selected bidder. There was no 2010 instrument. The study is done every other year.

7.Are there available copies of the following documents:

- a)The Market Rate Study announcement letter from the Division of Social Services to providers.**
- b)The “simple worksheet” that was mailed along with the announcement letter.**
- c)The letter mailed by Children and Families First.**
- d)The letter mailed by the Division announcing the Information Sessions.**

All documents will be made available to the selected bidder.

8.Can you confirm that the contractor will not be responsible for these mailings referenced in Questions 5a-5d, but will instead be only involved in consultation regarding the content?

The Contractor will be responsible for mailings.

9. Are you expecting similar sample sizes and response rates to 2009 (approximately 800 records, at an 80% response rate)?

Yes.

10. Will the survey again be conducted only in English?

Yes

11. What type of sample information will be provided to the contractor? Please specify which of the following will be provided: contact names, telephone numbers, e-mail addresses, and/or physical addresses?

Names and physical addresses.

12. How current is the information contained in sample databases? How were these databases last updated?

The information is current. It is continually updated.

13. What is the total number of sample records in each database?

There are approximately 439 Centers, 1210 Family Homes and 82 Large Family Homes.

14. Page 8 of the RFP notes that the contract will be from an estimated date of March 15, 2011 to May 3, 2011, but page 14 of the RFP states that the vendor is required to “submit a line item budget for each contract year”. Should the contractor provide option years? If so, how many?

The verbiage on Page 14 of the RFP is a boiler plate. The contract will begin approximately March 15, 2011 and end May 30, 2011.

15. What is the expected contract value?

The previous contract was for \$128,680.

16. Is reimbursement under this contract to be made on a Firm Fixed Price, Time and Materials, or Cost Reimbursable basis?

Fixed price.

17. How are the rates verified if the information is received via a telephone survey? Are we expected to follow-up and get the information in writing as a verification of the rate or just accept the information provided over the phone?

Accept what the provider tells you over the phone.

18. How is the following information determined? For instance, is there an annual standard, does DSS determine and set or does the contractor determine and set?

- **The data to draw the sample: Can we have access to the Office of Child Care Licensing and the Children and Families First database to examine the amount of duplication? Can you explain how much manipulation of the database is required?**
- **The survey instrument: Is it anticipated that this will change due to changes in regulations since the last survey (or any other reason for change)? If it is modified, what is expected in the “pre-test”? Can we get a copy of last year’s survey instrument? Are you satisfied with the current survey instrument?**
- **Sample size: Will 45% of providers be the parameter for sample size again?**

The survey may be designed by the contractor or you may use the previous survey questions. The regulations have no effect on the questions. The questions should be designed to establish the private pay pricing. The pre test is a test of your

survey instrument to ensure it collects the information needed. We anticipate the sample size to be the same or slightly larger.

19. Can we get a copy of the worksheet that was sent to providers, in 2009, to prepare for the survey?

Yes

20. What is a licensed exempt provider?

A provider who is exempt from licensing regulations such as Family Friend and Neighbor Care also referred to as Relative Care or schools that provide child care.

21. Regarding the information sessions, how should the providers get prepared if they are chosen as part of the survey sample? Can we use DSS/State meeting rooms for the meetings? Are refreshments provided as an incentive to attend? How many people usually attend the sessions?

The information sessions are only to explain the purpose for the Market Rate Study. Providers need not be prepared. DSS facilities may be used. The Contractor may provide refreshments if they wish. We have previously had a low turnout.

22. Is there any data on average length of the telephone surveys?

The calls average about 10 minutes per provider.

23. Specifically, what information are the providers required to provide to the interviewers (i.e. cost, number of children in the category of care, what else)?

Private pay rates, hours of care provided, number of days care was provided.

24. Would you explain the involvement of Children and Families First? The 2009 final report says that they provided a “provider sampling frame” and assisted with communication with providers. Could we get a little more detail? Are they paid for this assistance?

CFF assists in public relations and they are our Resource and Referral source.

25. What of the past studies is available for review by the winning team?

All information is available.

26. What is the expectation of the consultant re: marketing the public informational sessions?

Letters will be mailed to the Providers.

27. How often is the study conducted, annually, every other year, etc.?

The Study is done every other year.

28. Who is the incumbent? How many studies have they performed? Are these consecutive studies?

The previous contractor was Work Place Solutions. They have performed several studies.

29. Is there a reason the study must be completed in 2.5 months? The short time frame makes the process appear more advantageous for the incumbent.

The Study must be included as part of the State’s grant application for CCDF funds.

30. What and how often is the contract renewal process?

An RFP will be issued every 2 years.

31. Under the evaluation section, one of the criteria is that the proposed methodology must “build upon the existing work of the Division’s planning efforts.” Is there information in addition to what is in the RFP regarding the Division’s current planning efforts that vendors may have access to in order to successfully meet these criteria? Is the incumbent privileged to have this information?

You may visit the DSS web site

<http://www.dhss.delaware.gov/dhss/dss/index.html> for more information about the agency.

32. What incentives may be offered to encourage providers to participate in the survey—financial incentives? Results from the current study?

Letters and reminders are sent. It’s in the provider’s best interest to participate. We offer no financial incentives.

33. Does the scope of this project include arranging and paying for the location of the information sessions, incentives for participation, and other out-of-pocket expenses?

The State will arrange for the information sessions. Any out of pocket expenses should be submitted as part of your budget.

34. Is there a limitation on the type and channel of communications that can be used to promote attendance at the information sessions— i.e., are provider email addresses available? And what type of follow-up communication is allowed for those providers who don’t attend the sessions?

Information will be posted on the Child Care Portal, letters are sent out. Any emails to providers will be sent by DSS. Information sessions are voluntary.

35. We would like to know what is meant by local child care market is it state county or zip code?

It is divided by County.

36. What are the final product the report?

The final product is a report.

37. What style of reporting or presentation do you prefer?

An electronic and paper report.

38. What methodology is prescribed?

The vendor will suggest a methodology.

39. How must the size of the firm must be?

There is no requirement.