



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 21, 2012

HSS 12 019

Child Care Referral Services

FOR

DIVISION OF SOCIAL SERVICES

Date Due: June 26th 2012

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART
OF THE ABOVE MENTIONED BID. Pre-bid meeting
questions and answers.

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RFP HSS 11 019 Pre-bid meeting questions

1. The firm that I work for Automated Health Systems (AHS) is considering responding to this RFP. I was attempting to do a FOIA "Freedom of Information Request" with the State of Delaware to determine if this is the first time that this contract has been let or if there is an incumbent. Could you please direct me to the proper Department that I should make my inquiry?
Delaware currently has a contract with Children and Families First for these services.
2. **P. 10, Section III B. Subcontractors:** The first line of text indicates that **subcontractors will be permitted**. But at the end of the paragraph in **bold** type the text indicates that **"Subcontractors will not be permitted"**. Can you clarify?
Subcontractors WILL NOT be permitted
3. **P. 9. Section II Scope of Services: Program Priorities and Description of Services – 2A.** The language describes **"toll free 24 hour telephone access"** to parents requesting information...". Our staff currently answers phone lines for the service from 9 AM to 5PM. Does the RFP allow for the "toll free 24 hour telephone access" to be automated? Can the applicant indicate that they will respond to messages on such a line within 24 to 48 hours?
Yes
4. **P. 9. Section II Scope of Services: Program Priorities and Description of Services – 4.** The fourth bullet requires the contractor to **distribute brochures in English and Spanish** to publicize the R & R services. Is there any requirement that the contractor also have the capacity to provide R & R services to Spanish speaking populations directly -- for instance to have bilingual staff who will respond to requests for services?
There is no requirement to have bilingual staff.