



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: October 22, 2013

HSS 13 063

Southern Delaware Paternity Outreach and Education Program

FOR

Division of Child Support Enforcement

Date Due: November 8th, 2013
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART
OF THE ABOVE MENTIONED BID. Questions and
Answers.

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Questions for RFP - HSS 13-063 – Southern Delaware Paternity Outreach and Education Program

Questions		Vendor/ Pre-Bid
1	What is the genesis of this RFP? Defer to the RFP background	Kevin Richardson
2	Given the criticality of the project goals, what percentage increase is the DCSE hoping to achieve? DCSE will discuss project goals and performance measurement with the successful bidder.	Kevin Richardson
3	What percentage of residents in Sussex and Kent have used the VAP process? DCSE can provide general information based on hospital data	Kevin Richardson
4	Based upon the project scope and level of effort, are there any budgetary constraints the contractor will to adhere to and/or the DCSE does not want to exceed? The successful vendor will be the one who offers the best value for the cost proposed.	Kevin Richardson
5	Will contractor have access to DCSE internal resource materials and/or DCSE contact such as laws and procedures referenced under Scope of Services item (2)? DCSE will make information about the VAP program available to the successful bidder; citations to laws and regulations were provided in the RFP	Kevin Richardson
6	Is there a particular ethnicity the DCSE would like to see using the VAP process? No	Kevin Richardson
7	Given the amount of research to vet and validate the data collection, does the contractor have any flexibility with the 90-day full implementation? No	Kevin Richardson
8	How many hospitals are located within the two counties? Public information - http://www.dhss.delaware.gov/dhss/dph/hsp/hflclist2.html#H	Center for the Support of Families
9	Please provide the number of unwed births in Kent and Sussex counties for the past three (3) years and the paternity establishment rate in each county, if available. Public information - http://dhss.delaware.gov/dph/hp/annrepvs.html	Center for the Support of Families
10	Please confirm that outreach and education should be provided to birthing hospitals in the two counties as one of the target audiences. If so, can training, outreach or other educational materials used for the birthing hospitals in the past two years be provided? Examples of existing educational materials will be provided to the successful bidder.	Center for the Support of Families
11	Is the current paternity liaison operating only in New Castle County, or is the liaison also conducting outreach and education in Kent and Sussex counties? New Castle County only	Center for the Support of Families
12	Please discuss the hierarchy of the Paternity Outreach/Education program in relationship to the paternity establishment function. Does the State envision interaction between the vendor and the DCSE workers in Kent and Sussex	Center for the Support of Families

	counties? DCSE workers – no, except the Paternity Liaison; potentially Division of Public Health staff - yes.	
13	Will the New Castle county paternity liaison be responsible for managing and/or coordinating with the Kent and Sussex outreach/education activities? The New Castle county paternity liaison may assist with the coordination of outreach specific to the hospital-based VAP program.	Center for the Support of Families
14	Develop paternity outreach education materials states that “Traditional advertising (radio, print, newspaper, billboards, and public service announcements) and digital advertising (Google Ad Words, Facebook are media options.” Is it DCSE’s intent that the bidders include both a plan for conducting traditional and digital advertising and pricing to develop the advertising content/materials and execute the advertising, or to include a plan only which DCSE will then execute? The successful bidder would develop and price a plan; DCSE would determine how that plan was executed in contract negotiations.	Center for the Support of Families
15	“Brochures, flyers, fact sheets...should be developed as part of the outreach effort”. Will the County print these materials or is it expected that the vendor will incur the printing costs? Vendor will incur printing costs.	Center for the Support of Families
16	“Establish a schedule to visit the target audiences...” Is there a minimum number/frequency of visits expected for each target audience? In developing a plan the successful bidder should establish minimum standards for outreach visits to the target audiences.	Center for the Support of Families
17	Section II. (6)-Requirements, I. states that a draft Outreach Education Plan should be included in the proposal. Is it sufficient to include an outline of the Outreach Education Plan, as a complete draft Plan is the first deliverable listed in section (7)-Deliverables? If the Draft Plan is in outline form it should be a detailed and annotated outline.	Center for the Support of Families
18	Section II.G outlines the Staffing Requirements. Does the County have a minimum number of staff it envisions is necessary to complete all of the tasks required? No	Center for the Support of Families
19	Section III.F Contractor Monitoring/Evaluation states “the contractor may be monitored/evaluated on-site on a regular basis”; however, the RFP does not require an office in either of the counties. Our corporate office is approximately 2-3 hours away. Will the State conduct on-site visits to an office 2-3 hours away, or is the expectation that an office be located on-site in one of the counties? Or is the expectation that only outreach presentations/meetings will be monitored? DCSE will discuss monitoring plans and protocols with the successful bidder.	Center for the Support of Families
20	Section V. Budget states that the line item budget submitted should mirror Appendices A & B. Is it DCSE’s intent that Appendix B-Budget Worksheet be submitted together with Appendix A-Budget Summary Sheet, both in the same format as in the appendices, or is it sufficient to submit the Budget Summary Sheet only? Both	Center for the Support of Families

21	<p>What are the criteria for the ad-hoc reports? Criteria for reporting will be determined by the selected vendor and the DCSE.</p>	Pre-Bid Meeting
22	<p>What is the schedule for the New Castle Paternity Liaison? The NCC liaison is a state employee who works 37.5 hours per week.</p>	Pre-Bid Meeting
23	<p>How is the performance of the New Castle County Paternity Liaison measured? The NCC liaison is a state employee.</p>	Pre-Bid Meeting
24	<p>What is the maximum budget? Budget will be discussed with the selected vendor only.</p>	Pre-Bid Meeting
25	<p>Is “Confidential Data Submissions” subject to Freedom of Information Act (FOIA) requests? Confidential data submissions are subject to FOIA disclosure if Procurement deems the information is not corporate confidential.</p>	Pre-Bid Meeting
26	<p>Does the current Paternity Liaison work with sub-contractors? No</p>	Pre-Bid Meeting
27	<p>Clarify availability of funds and contact term – Two(2) year contract with possible renewal for two (2) additional years or (1) additional year? The RFP contains a clear statement of the contract term. If DCSE is unable to negotiate a contract with a bidder consistent with our planned budget the bid will be cancelled.</p>	Pre-Bid Meeting