Pre Bid Question for Case Management Services for TANF Clients RFP # HSS-15-040

Questions	Answers
What is the proposed allocation? If not available, what is the current year's allocation?	Last year's contract expenditures were $306,000.00
Who is the current provider of these services and is performance data available for the last complete program year and the current program year?	PSI- Psychotherapeutic Services, Inc.
Will the contractor be responsible for costs associated with co-location at the Employment connections sites? If so, is there information available on the annual costs and what expenses are included?	Employment Connections vendor allows the Bridge program to use their space and equipment. Any specialized equipment that is needed by the Bridge program must be provided by and at the cost of the selected vendor.
Since September 7 is a holiday, will the due date be revised?	The date will be 9-10-2015
Is profit an allowable indirect cost?	Indirect costs are part of overhead costs that really cannot be categorized such as Administrative costs, service costs, etc. It is not appropriate to include profit in the indirect cost. A separate line item for "Profit" can be used.
Please advise if the State will be providing the detailed Scope of Work and Technical Requirements for Appendix B.	Appendix D needs to be deleted the technical requirements are listed on pages 5-7 in the Automatic Linkage section <u>AUTOMATED LINKAGE</u> Contractors must be able to access the DCIS II automated client information system, and the ASSIST WW system. The selected contractor will provide a computer(s) on their own Internet service account that provides them access to the internet. The contractor is responsible to meet State defined remote access requirements as outlined below: • Contractor is responsible for assigning an IT Technician to support contractor PC issues. • Contractor must have Internet access. Network Connection: High speed internet connection, actual bandwidth requirements are highly dependent on the number of users sharing the connection. • Contractor will access the DCIS II system via the DHSS Citrix Secure Gateway (CSG) webpage. <u>The</u>

	URL for the CSG will be provided to selected contractor during the onboarding and access provisioning process. • Contractors must submit the appropriate paperwork to obtain access to all DHSS IT resources such as the CSG, SSL VPN and appropriate domain accounts. • Contractor will access the ASSIST WW system using the SSL VPN site. The URLs for the SSL VPN site and the ASSIST WW system will be will be provided to selected contractor during the onboarding and access provisioning process. • Contractor PCs must run Windows 7 and Internet Explorer V 9.0 or greater with compatibility mode disabled and JavaScript/Cookies enabled. PC specifications are listed below. • Contractor IT Technicians must install Citrix Metaframe Client on all contractor PCs that will need to access DCIS II. • Contractor must ensure that contractor's printers are compatible with Citrix Metaframe. A list of HP compliant printers is available at the following address: http://h71028.www7.hp.com/ERC/downloads/4AA0-8465ENW.pdf • Contractor users will be issued a DHSS APPS domain ID and password as well as a DCIS ID and password by DHSS. This is a link to the Citrix site that you can download the client. http://www.dhss.delaware.gov/dhss/dms/irm/files/XenApp_Client_Install.pdf Any costs to replace or upgrade PCs or software in order to access DCIS II will be borne by the contractor. In addition, the Contractor must have the capability of sending and receiving faxes. Hardware/Software specifications for PC Memory: 4 GB RAM minimum. 8 GB recommended Hard Disk: 250GB SATA Hard Disk Drive. CPU Support: 3rd Gen Intel Core i5 Quad Core Processor or greater Drive: DVD-ROM drive. Display: 1280x1024 or greater Keyboard: Standard USB Keyboard Pointing Device: USB Optical Mouse Operating System: Windows 7 64-Bit Browser: Internet Explorer 9 or greater with compatibility mode disabled and

<table>
<tr><td></td><td>JavaScript/Cookies enabled.
Network Adapter: 10/100 Mbps minimum, 1,000 Mbps recommended</td></tr>
<tr><td>I understand that it is a performance based contract however, would you happen to know the current budget currently to operate this program.</td><td>The last years contract expenditure for this program was $306,000</td></tr>
<tr><td>Does the project have staff to consumer ratios?</td><td>At this time there are 4 bridge workers for the state. There are two in New Castle county and one each in Kent and Sussex county. The 2015 calendar year bridge has served and average of 318 consumers. Client percentage by each county is as follows 60 % in New castle county, 20% in Kent and 20% in Sussex. The current vendor has a staff to client ratio of 1 staff to 30 clients. This is a rolling caseload, not all clients will receive long-term on-going services. DSS does not want to refuse services to clients if capacity is meet. The current vendor has not reached capacity. DSS also expects that staff resources be moved to meet the needs of the program.</td></tr>
<tr><td>What are the service recipient numbers by month in 2015?</td><td><table>
<tr><th>2015 Months</th><th># of Clients</th></tr>
<tr><td>January</td><td>332</td></tr>
<tr><td>February</td><td>334</td></tr>
<tr><td>March</td><td>290</td></tr>
<tr><td>April</td><td>297</td></tr>
<tr><td>May</td><td>335</td></tr>
</table></td></tr>
<tr><td>What does the percentage served at each of the four sites look like?</td><td>60% New Castle
20% Sussex
20% Kent</td></tr>
<tr><td>Are there preferred assessment instruments to use with recipient?

Are there requirements related to case plan format or the client assessments that are an integral part of the Bridge program's services?</td><td>Vendor should propose a standardized comprehensive screening/assessment tool(s) to screen for strengths and barriers in the following domains:
a. Living Environment
b. Risk of Homelessness
c. Substance Use and Severity
d. History of Victimization
e. Mental Health
f. Physical Health Problems
g. System Involvement
h. Access to healthcare and/or treatment Services
i. Criminal History/Justice System Involvement
j. Sources of Stress</td></tr>
</table>

	k. Self-Help Activities l. Individual Strengths/Self-Efficacy m. General Social Support and Strengths n. Spiritual Social Support and Strengths o. Potential Mentors and Environmental Strengths p. Proficiency in English q. Work History r. Preparedness to seek and enter employment s. Educational attainment/levels: (The CASAS* would be preferred) t. Reading comprehension u. Math Level v. Computer Proficiency (e.g. use of Microsoft office suite, typing ability) w. Potential Mentors and Environmental Strengths x. Career Interests/Aptitude y. Risk of domestic violence No, There are no preferred assessments, but the tool should identify barriers that will assist the case managers in developing a plan to help clients with eliminating and/or coping with employment barriers. The above list is not comprehensive, only suggestions of what the tool should cover. The case management plans are to be individualized and developed with the client. The plans should be intended to build on client strengths, resources and goals. Plans should be realistic and achievable. Case plans can include activities that will support the client in meeting their goals, that will reduce or eliminate barriers to self-sufficiency (including modifications or accommodations) and that promote family stability. The case plan includes support services, which will be provided to the client based on the identified barriers.
Offices to be set up within State DSS offices.	Office are to be set up at the Employment Connections sties listed in the RFP
Will the provider be charged rent?	The provider will not be charged rent.
Will the provider need to furnish space made available by State?	The state does not furnish the space. EC vendor allows the Bridge program to use their space and equipment. Any specialized equipment that is needed by the Bridge program must be provided by and at the cost of the selected vendor.
To what extent is it anticipated that services will be provided in the community vs. in office or by	Most clients come to the EC sites and meet with the Bridge worker. If the client needs your assistance in the community then the expectation would be that you would help in the community

<table>
<tr><td>phone?</td><td></td></tr>
<tr><td>Does The Division anticipate that the Bridge service will, for some, serve as a pathway to SSI status due to the identification of a qualifying disability?</td><td>No, we have a program that deals with clients who needs help with applying for SSI. Bridge clients can work but needs help with barriers. Bridge services are for case management for employable TANF. If the client cannot work, they are referred to the TWP provider who helps with those services.</td></tr>
<tr><td>What participation requirements are articulated to the participants and what are the consequences of not participating?</td><td>The TANF process

Client applies for TANF at local DSS office
Eligibility is determined and client is referred to employment and training by DSS worker.
During the eligibility process, the client must sign a Contract of mutual responsibility. This document explains all of Delaware TANF rules (which include employment and training as well the bridge program.)
Clients will also complete an emotional health inventory assessment with the DSS worker that will alert the worker if a bridge referral is needed.
Once the client is referred to Employment Connections; they complete orientation with the Employment Connection vendor. During the orientation the TANF work requirements are explained and documents are signed by the client acknowledging that the client understands the requirements.
The EC vendors will also complete an assessment and identify barriers that might warrant a bridge referral and explain the bridge hours requirement and how hours are reported.
The client will also complete orientation with bridge and the hours requirements should be explained.
The bridge participation hours can be counted to help fulfill the Employment Connections Hours.

Listed below are the basis hours requirements
<table>
<tr><td>Family Type</td><td>Required Employment and training Hours per week</td></tr>
<tr><td>One Parent</td><td>30</td></tr>
<tr><td>One parent Home with child(ren) under 6 years old</td><td>20</td></tr>
<tr><td>Two Parent Home</td><td>40</td></tr>
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</td></tr>
<tr><td>Criteria for closing a case? Is there a</td><td>The bridge worker needs to report hours weekly to the Employment connections vendors. Bridge workers can</td></tr>
</table>

defined number of days of employment that will require a case to be closed?	make reports of non-compliance of a client to the EC vendor. If the client has not completed the necessary hours; then the EC vendor will review the case and see if send a sanction to DSS. The DSS worker will take action on the case. The Bridge worker will report compliance every week to the EC vendor.
Will services continue to be provided to a participant who qualifies for SSI?	No, SSI clients are not eligible for TANF.
The RFP specifies that the award decision will be announced November 1, 2015 and contracts begin on the same date. Please clarify when the selected bidder must begin offering case management services.	The current provider contract expires 10-31-.2015. We would like the selected provider to start 11-1-2015.
The RFP says that one contract will be offered, but earlier in the same section, the narrative refers to "contracts." Please confirm that the state's intent is to offer a single contract.	The bridge program has historically only been one provider statewide.
Are there parameters around incentives that can be provided to participants for achieving milestone and cash/debit cards? Gift cards? Other?	The clients get gift cards, they should never get cash.
What is the anticipated annual funding level for the contract?	Last program expenditures were $306,000
Can you please provide a copy of a performance based contract that was utilized for a similar project?	To request a copy of the contract use the FOIA process, the vendor will need to submit a FOIA request to the office of procurement (contact Wendy.m.brown@state.de.us) The payment structure DSAMH will write cost reimbursement contracts with an incentive payment for successful applicants to operate the TANF case Management Services program. Each contract will contain a base amount and an incentive payment for achievement of specific outcomes. 1. **<u>Base Amount -</u>** DSAMH will negotiate a cost reimbursement contract for a base amount to be determined from projected program costs proposed by the applicant. Monthly payment will be

	made for actual expenses incurred that are in accord with each program's approved budget. **2. <u>Performance Incentive (above the base amount)</u>** to be paid as follows: • $500 for each currently active client who, during the month being billed, achieves the DSS/TANF minimum target of continuous employment at or above the minimum wage for the required number of hours (see chart below) • This incentive payment will be capped at an annual maximum amount of $50,000 (100 clients) for the entire TANF Case Management Services program. The specific amount to be included in each program contract will be determined before contracts are finalized. Family Type — TANF Work Activity Weekly hours required Single adult Parent/Caretaker with child under six years — 20 hours Singles adult — 30 hours Two adult family — 40 hours This is the structure of the current contract. DSS is looking for a method. We will use the budget but payment will be based on performance measures. This is the first year DSSS will manage this contract and we are looking to make some changes to the program.
Are there any preferred performance measures that should be utilized?	Were looking measures related to assessment, establishing case plan, program completion, employment. These are some of the possible measures.
Are there any page limitations and/or font requirements?	No
Are there educational or experience requirements for case managers?	Your job descriptions must have basic qualifications for case management. DSS will accept education and/or experience as criteria for hiring staff.
Because non-incumbent bidders have not yet hired staff, are they allowed to submit job descriptions as a way of meeting the requirement to describe the Experience and Qualifications of the person to be assigned to the project?	Yes, job descriptions are good to submit in place of resumes'.

Family Type	TANF Work Activity Weekly hours required
Single adult Parent/Caretaker with child under six years	20 hours
Singles adult	30 hours
Two adult family	40 hours

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<td>Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

Please confirm that the reference to "State" is limited to the State of Delaware.</td>
<td>The state refers to Delaware. You may get references from states other than Delaware.</td>
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<tr>
<td>So that all bidders are building pricing on the same basis, please provide the number of clients on which the budget should be based.</td>
<td>This is a chart of the number of client seen last year by Bridge. You may base your bid on that number. The caseload is a rolling caseload. You may not have the clients long term on your caseload.
<table>
<tr><td>Year 2014</td><td># of TANF Clients</td></tr>
<tr><td>January</td><td>256</td></tr>
<tr><td>February</td><td>260</td></tr>
<tr><td>March</td><td>291</td></tr>
<tr><td>April</td><td>282</td></tr>
<tr><td>May</td><td>287</td></tr>
<tr><td>June</td><td>424</td></tr>
<tr><td>July</td><td>281</td></tr>
<tr><td>August</td><td>320</td></tr>
<tr><td>September</td><td>368</td></tr>
<tr><td>October</td><td>336</td></tr>
<tr><td>November</td><td>383</td></tr>
<tr><td>December</td><td>486</td></tr>
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