



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: December 19, 2018

CONTRACT NO. HSS-19-010
Family Visitation Center Operations

for

Delaware Department of Health & Social Services

Date Due: April 2, 2019
By 11:00 AM Local Time

**ADDENDUM # 2
Pre-bid Meeting Questions & Answers**

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

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

Kimberly Jones
Procurement Administrator

Cesar McClain

HSS-19-010 Family Visitation Center RFP
Pre-bid Meeting Questions & Answers
November 27, 2018

1. Is it correct that December 4th is the due date for all questions and that all answers will be posted by December 11th?
 - a. Yes, all questions are due by December 4th. Answers to all questions will be posted to the bids website tentatively by December 11, 2018.

2. Is the Administration for Children & Families General Terms and Conditions available online?
 - a. Yes, this is listed as Appendix B3 Federal Terms and Conditions to the RFP found at http://bidcondocs.delaware.gov/HSS/HSS_19010FvcOps_appB3.pdf

3. Are applicants allowed to rent state buildings or should we not have anything to do with the state locations?
 - a. Applicants can propose locations that are either owned or not owned by the State.

4. Are you hoping that these services are community based so that participants can have easy access?
 - a. Appendix B-2 Visitation Standards; Section 5 Program Operations; Paragraph 5.5 Accessibility; page 14 identifies provider responsibilities regarding accessibility.
http://bidcondocs.delaware.gov/HSS/HSS_19010FvcOps_appB2.pdf

5. Is the State able to select more than one candidate and is it just for New Castle County or Statewide?
 - a. Yes, the state reserves the right to Award Multiple Source Contracting statewide Pursuant to 29 Del. C. § 6986, the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

6. When will we be able to find out when a decision will be made about the awarded applicants?
 - a. Page two of the RFP identifies the estimated notification of award date as July 1, 2019.

7. Will the State come out and evaluate the services annually?

- a. Yes, the state expects to monitor program services against performance measurements identified in Appendix B1- Scope of work, Section 5 Performance Measurements, page 14.
http://bidcondocs.delaware.gov/HSS/HSS_19010FvcOps_appB1.pdf
8. Would a cleaning agency be considered as a subcontractor?
- a. Services are typically charged as an indirect expense. However, should an applicant propose services at a standalone location where the proposed services are the only services provided, then this would be sufficient justification to subcontract for the above named services.
9. Do you want one vendor to submit for one county or do you want one vendor statewide?
- a. Applicants may propose services by area, by county or statewide.
10. Can you discuss security requirements?
- a. Security requirements are identified in Appendix B2 – Visitation Standards, Section 8 Safety & Security, page 19 via
http://bidcondocs.delaware.gov/HSS/HSS_19010FvcOps_appB2.pdf
11. Are Start-up cost available for this program?
- a. No there are no start-up funds available
12. How many current providers and visitation Centers currently exist?
- a. There are currently two providers, five Family Access and Visitation centers and one Safe Haven Center.
13. Is the philosophy of this contract the same as the existing as opposed to the Safe Haven Model?
- a. Yes, services provided under this contract are expected to be delivered in the same manner as with the current contract model with the exception of the mandatory use of the State's Unarmed Security contract services provider Sunstate Security. Applicants may propose to subcontract with Sunstate Security separately or procure security services through other means.
14. Can applicants hand carry the proposal to the drop off point?
- a. Yes, proposals must be stamped into the Procurement Unit by 11:00 AM on the date listed in the solicitation.

15. The separate budget file, are there five paper copies required as well as three electronic CD's?
- a. The business proposal must be clearly identified and or separated by tab or divider in the paper copy and a separate file attachment in the electronic copy.
16. Can you tell us who will serve on the evaluation committee?
- a. Evaluation Committee members will consist of State Agency representatives serving on the Family Visitation Steering Committee
17. Is there a way to see the financial work from previous years?
- a. This information can be obtained through submission of a Freedom of Information Act (FOIA) request. Requests can be sent to the Department of Health & Social Services via https://delaware.gov/help/foia_request.shtml?subj=DHR
18. Are the current providers providing services in all three counties?
- a. Yes, services are provided in all three counties
19. I noticed that to be eligible to bid, the RFP states that bidders must be a non-profit organization. Are you open to proposal submittals from private companies?
- a. No, For-profit organizations are not eligible to apply. The RFP identifies applicant eligibility as any non-profit or faith based entity. Vendors who do not fall in the previously mentioned category are not eligible to bid.
20. Was the previous contract awarded for five years?
- a. The previous contracts were initially awarded for a one year period, renewable up to four additional one-year periods.
21. Who were the previous awardee's?
- a. The previous contract awardees were CHILD, Inc. and Peoples Place.
22. What were the evaluative results by the State of the last awardee's governance infrastructure, programmatic and service delivery outcomes? Is the public information, or? **Intent:** Cohesion practices.
- a. This information can be obtained through submission of a Freedom of Information Act (FOIA) request. Requests can be sent to the Department of Health & Social Services via https://delaware.gov/help/foia_request.shtml?subj=DHR

23. Is it possible to review the last awardees annually financial assessments and their programmatic indicators? **Intent:** To determine equity in their services delivery infrastructure as well as appropriate ethnic measurements to ensure re-unification efforts are (can be) successful?

- a. This information can be obtained through submission of a Freedom of Information Act (FOIA) request. Requests can be sent to the Department of Health & Social Services via https://delaware.gov/help/foia_request.shtml?subj=DHR

24. Where had the main site been located at for this initiative? (i.e. New Castle, Kent or Sussex counties)

- a. There are five family visitation centers statewide and one Safe Haven center. Locations are as follows:
- i. New Castle county
 - 1. Belvedere State Service Center, 310 Kiamensi Road, Wilmington, DE 19802
 - 2. Hudson State Service Center, 501 Ogletown Road, Newark, DE 19711
 - 3. Safe Haven Center, 210 Cleaver Farm Road, Middletown, DE 19709
 - ii. Kent county
 - 1. Dover Center, 165 Commerce Way, Dover, DE 19904
 - iii. Sussex county
 - 1. Adams State Service Center, 546 South Bedford Street, Georgetown, DE 19947
 - 2. Milford State Service Center, 13 S.W. Front Street, Milford, DE 19963

Where are the participants referred from? Who are the other collaborators (i.e. local law enforcement, child welfare, family court,) What are the age range of participants in the supervised visitation project?

- b. The majority of the referrals are received from Delaware Family Courts. Collaborators for this program serve as part of the State's Family Visitation Steering Committee. Members include Division of Child Support Services (DCSS), Domestic Violence Coordinating Council (DVCC), Family Court, Delaware's Coalition Against Domestic Violence (DCADV), People's Place and CHILD Inc.

25. Someone mentioned at the meeting the **security protocol and its necessity?** What has been the previous practice been for this type of initiative? Has it been

successful, or? What is the State's number of families that utilize the supervised visitations services? What part of the system do they come from?

- a. The previous practice was to utilize the States mandatory use central contract for unarmed security services. The intent of the program is to serve up to 500 families per year. The majority of the referrals are received from Delaware Family Courts.

26. Who/what are the funding streams for the Initiative? Is this initiative funded from (through) State MMC Dollars, or? Where is the State at with integration of Value Based Payments (VBP) and its policy changes from fee-for-service? Can you provide me with the State's framework around the MMC policies?

- a. Delaware's Family Visitation services are funded by State general funds and Federal Access & Visitation funds. These services are paid on a cost reimbursement basis. There are no value based nor fee-for-service payments made.

27. Does the State have any population health approaches for identifying social determinants and ways to work with providers and/or community-based organizations towards actively mitigating them? Is there a case management component for this initiative? **Intent:** Continuity of care for participates and their families.

- a. It is incumbent upon the applicant to conduct research necessary to effectively respond to the RFP. The Division of State Service Centers does not maintain data related to the above request.

28. Are traditional visitation services allowed to be held in the Safe Havens space on the days Safe Haven is not operating?

- a. According to the Office of Violence Against Women, other types of services can be provided at the Safe Haven location however, you must adequately allocate operating expenses accordingly between all programs offered at the location. You must also propose methodology that will differentiate between referrals for Safe Haven and traditional Access & Visitation referrals.

29. I recall that the Division was working this spring to increase the pot of money for the visitation contract. My question is twofold: was that effort successful? If so, what is the dollar figure of the increase?

- a. Yes, the Department has tentatively authorized an additional \$75,000. However, this is subject to the final approved budget for State fiscal year 2020.

30. What is the current funding source for security services at the Family Visitation Centers?

- a. Security Services are funded by State General funds only as it is not an authorized expense under the Access & Visitation grant.

31. Will State General Funds continue to be available beyond FY20?

- a. Availability of State General Funds are subject to the final approved budget for each State fiscal year.