

Family Time & Transportation (Sioux Falls)

Questions and Responses

PROPOSALS ARE DUE NO LATER THAN MARCH, 19 2025 BY 5:00 PM CDT

RFP #13428

BUYER: Department of Social Services

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Q1: Provide flexible scheduling of family time services for the agency that can occur outside the course of a normal business day, to include evenings and weekends.

- a. I am not seeing any set hours to provide the service. Is 24/7 a requirement for availability or are there certain hours requested to be available for the family time?

A1: The offeror should clarify their availability, specifying if it is 8 AM to 5 PM or includes weeknights and weekends. A 24/7 availability is not required. The proposal should include the hours available to provide visitation and transportation.

Q2: Provide a clean, safe, and secure setting for children of all ages to have supervised family time;

- a. My experience in this situation varies widely. Is the RFP asking for a locked facility / badged access / controlled entry and exit via guard or just a place where it's easy to see who is coming and going?

A2: Family time should not take place in a locked facility. The chosen location should reflect the level of supervision necessary to ensure the child's safety. For low levels of supervision, suitable venues include parks, libraries, or the family's home. In cases requiring higher supervision, a facility or office-like setting is more appropriate, where family time can be monitored closely and recorded, ensuring that someone is present in the room to intervene immediately if needed.

Q3: Family time is most beneficial in various settings outside of a facility, such as family homes, parks, or other familiar environments, whenever it is safe and feasible.

- a. This seems to request that family time is not done at an office or more controlled setting. Can you elaborate on the requirement of where these visits are to occur?

A3: The location chosen for family time should correspond to the level of supervision required to ensure the child's safety. For low supervision, suitable locations might include a park, library, or the family home. For high supervision, a facility or office-type setting is more appropriate, where family time can be monitored and recorded at all times. There is no obligation for family time to take place outside of a facility or office-type setting.

Q4: Provide a low to moderate level of supervision in a comfortable, family-like setting for parents or relatives who have demonstrated the ability to consistently maintain control and can be monitored with limited to moderate supervision.

- a. Can you define family-like setting?

A4: Family time should take place in environments that feel like home while also prioritizing safety. This includes opportunities for family activities and recreation, such as tables for playing games or doing homework, as well as a kitchenette for cooking. The visiting space should be comfortable, clean, and relatively quiet, and it should include age-appropriate toys and activities.

Q5: Provide for more than one family time service to occur simultaneously;

- a. Can this be a large room or do they need to be in separate rooms that are each individually monitored by a staff member?
- b. Does each separate visit need its own staff member with each group?

A5: a. Separate spaces are necessary for family time to ensure safe and private environments for families.

b. The feasibility of this will depend on the level of supervision available and the agency's ability to manage two separate visits simultaneously.

Q6: Provide audio/ visual recordings of the family time services for the agency;

- a. Does this need to be LIVE ability to monitor or just recorded and uploaded to cloud access?

A6: The level of supervision required will determine how visits are monitored. If a higher level of supervision is needed, it will be necessary to observe the visitation in real-time. This can be done either from a separate room or through the presence of a visit monitor in the same room during the visit.

Q7: Provide technology for employees to communicate with Child Protection Services, both verbally and in writing.

- a. I assume a phone / email or digital reports on each visit would suffice?

A7: The offerer should explain how they would communicate with CPS both verbally & in writing.

Q8: 3.3.2 Provide flexible scheduling of transportation services for the agency that can occur outside the course of a normal business day, to include evenings and weekends.

- a. What times does the need to be available? My company works 24/7.

A8: The offerer should clarify their availability, specifying if it is 8 AM to 5 PM or includes weeknights and weekends. A 24/7 availability is not required.

Q9: 3.5.7 Provide Child Protection Services with drafts of press releases, reports, brochures, and other materials related to the contract for approval. 3.5.8 Give credit to Child Protection Services for its funding support on all press releases, reports, brochures, and other materials related to the contract.

- a. Are press releases or other media items relating to this service being offered a requirement?

A9: No

Q10: Vehicle Transportation

- a. Is there a requirement for the number of vehicles? Meaning do we need more than 1 available for transport at any given time?
- b. Is there a size requirement? Do we need to provide a bus or would a 6 passenger + driver transit van work?

A10: a. The offerer should clarify their ability to transport multiple families simultaneously.
b. Sibling groups that require transportation typically consist of 2 to 6 children. There is no size requirement.

Q11: Is there currently a contract being provided by an agency to meet this need?

A11: Yes, <https://open.sd.gov/contracts/08/25-0842-301.pdf>

Q12: Is the contract till May 2026?

A12: The contract is 1 year in length, with an option for the agency to renew yearly for up to 3 additional years.

Q13: Is there an average of visits that occur for one family per week?

A13: 1-2

Q14: What is the average number of hours per visit?

A14: 1-2

Q15: How many visits are semi/partially monitored vs fully supervised?

A15: This data is not available. The level of supervision would vary based on the specifics of each case.

Q16: Can family times be decreased based on attendance and participation?

A16: Family time may be reduced or terminated if the agency and contractor agree, after multiple incidents of the adult failing to attend without providing at least 24 hours of notice.

Q17: Are there cases where it's permissible to deny providing a service?

A17: This will depend on the specifics of each case and is determined after mutual agreement between the contractor and the agency.

Q18: Does the supervising agency provide visitations outside of Sioux Falls or do we just host visits in Sioux Falls?

A18: The agency is seeking a provider to provide family visitation and transportation to families residing in Sioux Falls and family visitation and transportation outside of the Sioux Falls area.

Q19: What's the referral process to communicate service needs to agency?

A19: The caseworker completes a written referral for visitation and/or transportation and submits it to the contractor. The contractor then arranges an orientation meeting with the adults to discuss the details and provides the completed orientation/visitation plan to the caseworker. The contractor generates written reports for all visitations that take place and provides these to the caseworker.

Q20: For transportation-only service, does transportation only consist of drop-off and pick-up, or would the provider stay for the duration?

A20: If the service provided is only transportation, the provider may not stay for the duration. This would depend on case specifics. For example, if transportation was for a short

<p>appointment, the transporter may remain in the area (waiting in the lobby) for the appointment and then transport the child back.</p>
<p>Q21: Can the provider use employee personal vehicles for transportation services?</p>
<p>A21: The contractor would need to ensure the minimum amount of insurance coverage is met as stated in the sample contract.</p>
<p>Q22: 3.2.5 Provide technology for employees to communicate with Child Protection Services, both verbally and in writing. • Are there specific expectations on what this product/process may entail, or items preferred? Or is it at provider's discretion for the request below? 13.</p>
<p>3.1.4 Provide audio/ visual recordings of the family time services for the agency; Provide for the ability for observation of the family time services by Offeror or CPS staff;</p>
<p>A22: This refers to the contractor providing a means (phone, text, email) for CPS, parents, and other providers to communicate with the agencies regarding visits and transportation.</p>
<p>Q23: When, how often are visits expected to be recorded? • What is the expectation for delivery for CM to preview? • What does audio/visual look like currently?</p>
<p>A23: Recording or level of supervision would vary based on the specifics of each case. Recording would be provided as requested by CD or jumpdrive.</p>
<p>Q24: If a contract is awarded, is that set to begin on June 1st?</p>
<p>A24: June 1st, 2025</p>
<p>Q25: Will this support for family time be a progressive assignment of cases, or all beginning immediately?</p>
<p>A25: The work would be expected to begin June 1st, 2025.</p>
<p>Q26: Regarding the financial cost of services, is it a request from South Dakota DSS to receive a bid for a "lump sum" amount, for a year's worth of service, or a rate per service?</p>
<p>A26: The cost proposal should be completed, and the agency may provide expected rates for mileage, transportation services per hour, and visitation services per hour.</p>
<p>Q27: Payment process. • Will service be billed for one flat rate or hourly? • Will service be billed for each area of service, separately? • Will service be able to bill mileage separately?</p>
<p>A27: The services will be billed all together in one invoice. There will be reimbursement for the total visitation services hours, total mileage costs, and total transportation services hours.</p>