

STATE OF SOUTH DAKOTA
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

CHILD PROTECTION SERVICES ORGANIZATIONAL ASSESSMENT
QUESTIONS AND RESPONSES

PROPOSALS ARE DUE NO LATER THAN October 30, 2020.

RFP #2019

BUYER:
Division of Child Protection Services

POC: Dawson Lewis
Dawson.Lewis@state.sd.us

1. Regarding proposal pdf submission via Secured File Transfer Protocol (SFTP), would you clarify if this the sole means of submission? Is using this folder required for transmission?

CPS prefers that your proposal be delivered via SFTP. However, we will accept an electronic version delivered on a thumb drive. The thumb drive must arrive no later than October 30, 2020 5:00pm CDT.

Proposals must be addressed and labeled as follows:

Request for Proposal RFP 2019 Proposal Due 10/30/2020 5:00pm
CDT
South Dakota Department of Social Services
Attention: Dawson Lewis
700 Governors Drive
Pierre SD 57501-2291

2. Regarding familiarity with project locale, how does the state define or determine familiarity?

The State is requested the offeror to describe their knowledge, of South Dakota either through direct or indirect work or comparable experiences in similar states with similar populations, cultures, etc.

3. Scope of Work:
 - a. The amended title for the RFP appears to broaden the scope of the proposed workforce assessment and evaluation to include all of Child Protective Services' workforce. However, language in the Section 3. Scope of Work still focus primarily on Prevention and Family Services and Programs. Is it correct to assume the work force assessment will include the entire CPS staff?

The intention of the RFP is to assess, evaluate, and provide recommendations for the entire state division of CPS in order to allow the agency to best prepare, develop and implement a Family First Title IV-E Prevention Program.

- b. Is DSS seeking an analysis that includes implementation of the Family First Prevention Services Act as a whole, or a smaller scope only looking at implementation of prevention and family services (one part of Family First).

No. Please see above response (III. a.) in reference to the development of the Family First Title IV-E Prevention Program.

- c. The report deliverables outlined in Section 3.1 Analyze the current CPS Workforce Development Strategy are specific to workforce capacity. However, Section 3.3 Reporting and Recommendations states that an “executive summary report highlighting assessment results and recommendations for services” be submitted. Is there an expectation that this assessment and evaluation will also look at the programs delivered by CPS? Can more detail be provided on the approach in section 3.1 as it relates to Families First and COVID-19? Is DSS requesting the vendor to complete an analysis to identify areas of recommendation for CPS workforce in general or specifically to implementation of Family First?

To clarify section 3.3, please provide a proposal for work relative to the structure and organization of CPS. Recommendations for changes to the programs themselves is not an expectation for the vendor.

- d. Is DSS requesting an analysis of CPS practices pre and post COVID-19 and recommendations for improvements to align with Family First implementation? Is DSS seeking an analysis of policies and business processes related specifically to CPS workforce, or all policies and business process and how those align to Family First?

No. Please see above response (III. a.) in reference to the development of the Family First IV-E Prevention Program.

4. Does the State have a maximum budget for the total cost of this contract, or does it have a preferred range of total cost (and, if so, what is that maximum or range)?

No maximum budget has been established, but cost is a consideration in scoring of proposals received for vendor selection.

5. The Cost Proposal (Section 7, RFP 2019 Attachment B - Cost Proposal.xlsx) asks for a by-staff breakdown of all personnel, hours, and rates applied to individual personnel, and separate tabs for fringe benefits, indirect costs, and other components. Our company typically quotes an all-inclusive flat hourly personnel rate. Is it acceptable for us to provide an all-inclusive rate estimate in the Personnel tab of Attachment B and leave all other tabs blank?

This method of cost proposal reporting is acceptable; however, please explain this information in the cost proposal when submitted.

6. Cost Proposal

- a. May we use hourly rates inclusive of salary, fringe, and general and administrative costs in Attachment B? We would list these in the personnel tab and include an explanation of this departure from the template in the justification.
We would not list any costs in the fringe benefits or indirect tabs.
- b. Would DSS accept a cost proposal which includes a fully-loaded, hourly rate structure for project staff? If so, could we utilize the Personnel, Contractual or Other tab only to detail our rate structure for this proposal?

These methods of cost proposal reporting are acceptable; however, please explain this information in the cost proposal when submitted.

7. Does CPS have a formal relationship with the University of South Dakota School of Social Work?

South Dakota CPS does not have a formal relationship with the University of South Dakota, School of Health Sciences, Department of Social Work.

8. Who develops and oversees the professional development, training, and certification programs in the state?

CPS employs a Program Specialist responsible for coordinating training. The certification training team consists of Program Specialists, Supervisors and Field Staff who provide the certification training for new hires. On-going training is conducted on a topical basis by designated CPS staff and other professionals outside of CPS as determined.

9. Onsite Activities:

- a. Regarding availability to project locale, to what extent should project staff expect to be on-site given the pandemic and unpredictability of spread and need for quarantine?
- b. Are any of the services required to be performed onsite (e.g., report presentation)? The RFP indicates no expenses will be paid as a separate item. Attachment B, cost proposal includes a travel tab and line item for travel in the summary tab. If onsite work is requested, should we include the cost of travel in our hourly rate or as a separate line item in the cost proposal?
- c. Section 6.1.5 includes "Availability to the project locale;" as one of the evaluation criteria. How will the state assess availability given the current restrictions related to COVID 19?
- d. Given the ongoing COVID-19 travel restrictions, will the State be flexible with regard to any requirements for onsite work?

- e. Does the State expect the selected vendor to provide services onsite? If so, will travel across the State be required?

CPS is open to virtual platforms to obtain information and host meetings. If the vendor determines in person meetings are necessary; social distancing and masking is required. Specific to "b.", if vendor determines onsite meetings are warranted, travel should be included as a separate line item. Please assure all proposals capture information on how the organization plans to meet the requirements to obtain information.

10. Section 4.6 states: The offeror must also outline expectations of statewide assessment to include metro, rural, and reservation settings. Please clarify the meaning of "outline expectations". Does this mean outline the approach to completing the statewide assessment?

Correct, please identify in the proposal how the organization intends to gather information in metro, rural, and reservation settings in order complete the assessment.

11. Section 5.2.3.2 of the RFP requires: A specific point-by-point response, in the order listed, to each requirement in the RFP as detailed in Sections 3 and 4. However, section 4 includes several requirements that are not part of the scope of work, including Section 4.1, 4.2, 4.3 and 4.8. Please confirm the point-by-point response for Section 4 is applicable only to sections 4.4 through 4.7.

Please provide a proposal for consideration with responses specific to sections 4.4 through 4.7.

12. Section 4.8 states: If an offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated. Under what circumstances would a proposal not be accepted? Is this requirement related to the statement in Section 6.1 - After determining that a proposal satisfies the mandatory requirements...? In other words, would the state not accept the proposal after first evaluating the mandatory requirements and finding the offeror did not satisfy these requirements?

To clarify, Section 6.1 - The proposal will not be reviewed if it does not satisfy requirements or if it is late.

13. Section 5.2.4 Cost proposal states: Offerors may submit multiple cost proposals. By multiple cost proposals, do you mean cost proposals that offer multiple types of reimbursement? For example, deliverables based versus hourly rates with a not to exceed price? Or do multiple cost proposals refer to cost proposals that offer alternative approaches and related costs for completing the scope of work? What other alternatives are of interest to the state?

Multiple cost proposals may be submitted which offer alternative approaches to the requirements of the RFP.

14. Is DSS requesting three previous and current service/contracts performed by the offeror's organization for a total of six references? OR can the three reference be a combination of previous and current experience?

Please provide three total references with previous and current experience highlighted.

15. Are copies of financial statements required for this response?

Copies of financial statements are not requested at this time but may be requested later.

16. Is the State envisioning separate reports or deliverables for each of the numbered items? Numbers 3.1, 3.1.1, and 3.1.2 seem related to each other but 3.1.3, 3.1.4, 3.1.5, and 3.1.6 seem mutually exclusive of each other.

A comprehensive proposal to encompass all requested deliverables and reporting is requested.

17. Can the State describe the level of access and availability we will have to staff, leaders, and relevant documents, as needed to complete this work?

CPS staff will be available as needed on a scheduled basis to collaborate on contract activities. There has been a lead established for the contract functions who will be responsive to requests as well. CPS leadership are also available as scheduled to participate.

18. Can the State please provide an estimate of the number of workforce staff included in the scope of this project?

An organizational chart was provided as an attachment to the RFP. An updated copy will be shared with the successful vendor when work begins. There are seven regions in the state, as well as a centrally located state office, with total staff of 267 CPS staff.

19. Can the State provide more detail about what will be required as part of the requested compensation analysis?

The expectation of the compensation analysis is to assess the salary, benefits, and educational requirements of the various positions within CPS aligned with comparable work both in-state and in surrounding states.

20. Processes:

- a. Can the State describe the number of processes it expects to be analyzed during the project?
- b. Can the State provide details on the type and number of implementation(s) to be analyzed during the project?

CPS provides a continuum of services from intake which includes reports of abuse and neglect; in-home case management, case management and planning with families and children in out of home placement, independent living services, guardianship and adoption services, along with contracts for purchase of services.

21. Can the State provide additional details regarding the type of communication strategies to be analyzed during the project? Is this referring to internal Child Protection communication, communication with external stakeholders, and/ or communications between staff (such as supervisor to worker)?

All types of communication including internal communication among CPS staff and external communication with stakeholders shall be addressed.

22. Can the State describe the factors that are driving the timeline highlighted in this section? Does the State have any flexibility with this timeline?

The timeline was developed based on expectations for work completion dates. CPS intends to launch another RFP after receiving and implementing the results of the CPS assessment RFP which will focus on the development of the state's Family First Title IV-E Prevention Plan.

23. Can the State please clarify the meaning of "special project constraints"? Can the State please give an example?

Please describe successes in completing projects despite barriers, such as tight timeframes, budget constraints, etc.

24. Is the "RFP Form" requested in this section the first page of the RFP?

The first page with the RFP title and spaces for the vendor, to fill in your details.

25. Attachment B, Cost proposal, Indirect – the worksheet calculates an indirect rate percentage. Is there a limit on the indirect rate percentage?

Comparable work has included a 11.9% indirect rate.