



STATE OF TENNESSEE  
 Department of Children's Services

**REQUEST FOR PROPOSALS # 35910-02537**  
**AMENDMENT # 1**  
**FOR GOODS OR NURTURING PARENT PROGRAM**

DATE: **June 27, 2017**

RFP # **35910-02537** IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

| EVENT   | TIME<br>(central time zone) | DATE                   |
|---|-----------------------------|------------------------|
| 1. RFP Issued   |                             | June 5, 2017           |
| 2. Disability Accommodation Request Deadline  | 2:00 p.m.                   | June 8, 2017           |
| 3. Notice of Intent to Respond Deadline   | 2:00 p.m.                   | June 9, 2017           |
| 4. Written "Questions & Comments" Deadline  | 2:00 p.m.                   | June 14, 2017          |
| 5. State Response to Written "Questions & Comments"   |                             | June 27, 2017 Updated  |
| 6. Response Deadline  | 2:00 p.m.                   | July 5, 2017 Updated   |
| 7. State Completion of Technical Response Evaluations   |                             | July 19, 2017 Updated  |
| 8. State Opening & Scoring of Cost Proposals  | 2:00 p.m.                   | July 20, 2017 Updated  |
| 9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection | 2:00 p.m.                   | July 24, 2017 Updated  |
| 10. End of Open File Period   |                             | July 31, 2017 Updated  |
| 11. State sends contract to Contractor for signature  |                             | August 1, 2017 Updated |
| 12. Contractor Signature Deadline   | 2:00 p.m.                   | August 2, 2017 Updated |

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

| QUESTION / COMMENT   | STATE RESPONSE  |
|--|---|
| <p>1 Was the similar type goods and services RFP # 35910-02420, issued on March 13, 2017, awarded?</p> <p>a. If not awarded, what were the reasons?</p> <p>b. If the previous RFP was awarded, which regions were awarded, who are the existing contracted providers from that award and what are the existing contracted per family rates for “Initial Intake and Assessment” and “Parent/Caregiver Intervention Services”?</p> <p>c. If the previous RFP was awarded, how will future regional referrals be distributed and determined between the currently contracted agencies from RFP # 35910-02420 and this RFP # 35910-02537 to be awarded for similar services?</p> | <p>RFP 35910-02420 was not awarded. The RFP was canceled due to the proposals submitted by three bidders. One proposal was rejected because the Mandatory Requirements for the program were not met, one had low technical scores and the other one submitted an erroneous Cost Proposal.</p> <p>The bidders were contacted individually and made aware of the concerns in their proposal. The instructions on how to complete the information is clear. This RFP was revised to include additional information about how to calculate the payment proposal for the contracting agencies, which was the reason for cancellation of the previous RFP. In addition, greater detail was added regarding the qualifications needed for staff, currently employed by the agency, to begin the pilot on the targeted schedule. Additional information was also added regarding the pilot specific materials and the requirements of the contracting agencies to secure those materials in order to deliver the pilot program as described in the scope of services.</p> |
| <p>2 Is the September 1, 2017 contract start date listed in the Pro Forma the actual anticipated start date for these services to be delivered and referrals to begin? If not, please provide the anticipated start date for RFP referrals and services to begin for staff training and planning purposes.</p>   | <p>Yes</p>  |
| <p>3 What is the anticipated number of total families to be referred and served by region during the initial fiscal year ending June 30, 2018? Will there be a set volume of anticipated monthly referrals per region, or potential backlog of anticipated initial referrals which will require additional agency staff capacity when the contract begins?</p>   | <p>The number of families we expect to see served within the <b>first year</b>, per region, is as follows: East: 55; Knox: 75; Northeast: 110; Smoky: 150. However, the number of families qualifying for service will potentially exceed this number, based on preliminary analysis.</p> <p>Because this is a new pilot for the state, we do not, at this time, have an anticipated number of monthly referrals by region.</p> <p>Referrals will begin on the pilot start date so there is no anticipated backlog of initial referrals at the beginning of the pilot.</p>  |
| <p>4 Will the State consider amending the existing requirements to allow for delivery of the Parent/Caregiver</p>  | <p>No, due to the structure and evaluation of the pilot program and the implementation plan for treatment families developed with the Nurturing Parenting</p>   |

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|---|--|
| <p>Intervention Services via the Nurturing Parent Program/Nurturing Skills for Families at an accelerated pace if the family prefers, such as providing two service sessions per week for eight weeks vs. “no less than 16 weeks” of services?</p>  | <p>model developer, the requirements will remain as previously stated, “no less than 16 weeks for approximately 90 minutes each week, but no less than 60 minutes per each weekly session”. Additionally, the provider will be required to deliver the “Nurturing the Families of Tennessee” curriculum specifically developed for this pilot by the model developer. The manual for this curriculum, along with the accompanying Parent Handbooks/Easy Reader Handbooks, has been developed by the model developer, Family Development Resources, and will be available for purchase by the provider agency prior to the start of the contract.</p> |
| <p>5 Will the State consider amending the existing requirements to allow for monthly pro-rated invoicing of the completed Parent/Caregiver Intervention Services monthly vs. not being able to invoice until all Parent/Caregiver Intervention Services are completed at the end?</p>   | <p>The state will not amend.</p>   |
| <p>6 Will the State consider a separate reimbursement mechanism for case related attendance in CFTM's and testifying in court as required in the Pro Forma contract, or should these potential items be calculated into the proposed “per family” case rate?</p>  | <p>These potential items should be calculated into the proposed “per family” case rate, separate reimbursement will not be available for the potential need of participating in CFTMs and testifying in court.</p>   |
| <p>7 How will services for non-compliant or partially compliant (but not fully completing the Parent/Caregiver Intervention Services) families be ended? Will there be a set time frame of non-compliance or number of missed appointments that triggers termination of services? Who makes these decisions ultimately and is there any defined criteria?</p> | <p>There is not currently specified timeframes for non-compliant or partially compliant families. It will be the responsibility of the provider agency to keep track of families who miss multiple sessions (more than two consecutive) and the designated agency program contact will need to communicate with the DCS program contact (Emily Parks) regarding decisions to terminate, during the beginning of the pilot. A more defined process may be developed once the pilot period is initiated, but termination will be determined on a case-by-case basis in the beginning of the contract period.</p>                                       |
| <p>8 How will the multi-month Parent/Caregiver Intervention Services be authorized for payment by DCS? Is only one Case Service Request required to be entered and approved by DCS in TFACTS at the initiation and approval of services, or will the contractor be requesting the DCS workers to complete</p>   | <p>There will be one (1) service authorization.</p>  |

| QUESTION / COMMENT  | STATE RESPONSE  |
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| multiple subsequent month case service authorizations in a timely manner?   |   |
| 9 If responding to multiple regions, should only one single RFP Attachment 6.2 Technical Response and Evaluation Guide be completed with all proposed regions marked, and then include the different regionally specific responses within that single Section B response for items B.5, 11, 12, 13 and 14?  | Yes   |
| 10 If additional lessons/services are required and approved beyond the typical sixteen (16) week service period as described in Section A.15 of the Pro Forma contract, is there an additional "per family" payment associated with those additional services provided, and if so how is that calculated and invoiced?  | If the services go beyond sixteen (16) weeks, rates will be prorated based on weeks of participation. Whatever the bid is for the sixteen (16) weeks will be divided by sixteen.  |
| 11 What is the page limit for each section (technical and cost)?  | There is a page limit for this RFP. Please see the amended Section 3.1.1.2 and 3.2.2.1. below.  |
| 12 What is the max budget over the 34-month period?   | Section 1.1. Statement of Procurement Purpose indicates an estimated maximum liability of eight hundred thousand dollars (\$800,000.00) for all four regions. The maximum liability of the each regional contract cannot be determined prior to the completion of the RFP process.  |
| 13 Can we have master level staff as the In-Home Facilitator? The RFP states:<br>a. "Provide the following: No more than three (3) bachelor degrees and certificates, for each region being sought after in A.4. of Pro Forma Scope of Services, for the In-Home Facilitator.<br>b. A master's or bachelor's degree, with a document of certification, for each supervisor as listed in A.5. of the Pro Forma Scope of Services | Yes, master degree level staff can act as In-Home Facilitators, the RFP just states in the Scope (A.4.a.) that the minimum requirement for In-Home Facilitators is a bachelor's degree and experience equivalent to one year of full-time professional work providing child welfare services including, but not limited to, one or a combination of the following: social, psychological, or correctional counseling or case management; volunteer services coordination for a children's service program; and/or juvenile classification coordination. <b>AND</b> Must complete and hold a certificate of completion from the 3-Day Facilitator Training Workshop that teaches the philosophy of Nurturing Parenting and how to implement and facilitate the Nurturing Parenting Programs. |
| 14 Can we receive Reference Questionnaires from DCS Staff we have been providing services for under another contract or is that considered "unauthorized contract with State employees or officials"?   | Customer reference questionnaires, from current state employees, for work under another contract are unacceptable. B.17., of the RFP, states the references must not be from current or former State employees. A reference from an individual employed or previously employed by the State of Tennessee is considered a conflict of interest.  |
| 15 Can a for-profit agency bid and be awarded   | A for-profit agency can bid and be awarded  |

| QUESTION / COMMENT | STATE RESPONSE |
|--------------------|----------------|
| this contract?     |                |

**3. Delete RFP section 3.1.1.2. in its entirety and insert the following in its place:**

A Technical Response should be economically prepared, with emphasis on completeness and clarity, and should NOT exceed one hundred twenty-five (125) pages in length (maps, graphs, charts, as noted and included as an appendix will not count against this page limit). A response, as well as any reference material presented, must be written in English and must be written on standard 8 ½” x 11” pages (although oversize exhibits are permissible) and all text must be at least a 12 point font. All response pages must be numbered.

**4. Delete RFP section 3.2.2.1 in its entirety and insert the following in its place:**

One (1) original Technical Response paper document labeled:

**“RFP #35910-02537 TECHNICAL RESPONSE ORIGINAL”**

and **four (4) paper** copies securely bound (e.g. binders, prongs, staples, report cover **(no binder clips)**) paper copies **not to exceed one hundred twenty-five pages (125)** of the Technical Response each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive labeled:

**“RFP #35910-02537 TECHNICAL RESPONSE COPY”**

The digital copies should not include copies of sealed customer references, however any other discrepancy between the paper Technical Response document and any digital copies may result in the State rejecting the proposal as non-responsive.

**NOTE: TECHNICAL PROPOSAL AND EVALUATION GUIDES MUST BE SUBMITTED AS PUBLISHED IN THE RFP (SEE 3.1.1.1. AND 3.1.2. OF THE RFP.) DO NOT RE-TYPE ANY OF THE GUIDES IN ATTACHMENTS 6.2 AND 6.3 LISTED BELOW:**

- SECTION A: MANDATORY REQUIREMENTS**
- SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE**
- SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH**
- COST PROPOSAL & SCORING GUIDE**

**ALL TECHNICAL GUIDES SHOULD HAVE THE RESPONDENT’S NAME ON EACH PAGE AT THE TOP. ALL INFORMATION SUBMITTED ON THE GUIDES SHOULD BE LEGIBLE. THE RESPONDENT WILL SUBMIT ONE TECHNICAL RESPONSE FOR THEIR ENTITY, THE RESPONDENT SHALL PROVIDE REGION SPECIFIC ANSWERS TO THE ITEMS LISTED IN THE GUIDES. SEPARATE TECHNICAL GUIDES MUST BE SUBMITTED FOR EACH REGION THE RESPONDENT IS BIDDING ON.**

**5. Add the following as RFP section A Attachment 6.2. A.8.:**

**Respondent’s Technical Response must not exceed 125 pages in length and all text must be at least a 12 point font (maps, graphs, and charts included as an appendix will not count against this page limit)**

6. **RFP Amendment Effective Date**. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.