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December 17, 2018

**ADDENDUM #1**

**RFP #: 7597654**

**Title: Voluntary Extension of Care Enhanced Case Management Services for the RI DCYF**

**Submission Deadline: January 17, 2019 at 11:30 AM Eastern Time  
**NOTE CHANGE****

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**Notice to Vendors**

**Extension of Closing Date:**

**The original RFP # 7597654 submission deadline has been changed from January 3, 2019 at 10:00 AM Eastern Time to January 17, 2019 at 11:30 AM (ET).**

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.**

**NO FURTHER QUESTIONS WILL BE ANSWERED.**

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*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*

**Vendor Questions for RFP #7597654 Voluntary Extension of Care Enhanced Case Management Services for RI DCYF**

Question 1: What are the ages of the clients identified in each Service Level?

Answer to question 1: The ages for the service levels are the ages applicable in the implementation of the Voluntary Extension of Care Act, ages 18-21. There is a reference to ages 16-21 in the RFP. This is incorrect. The ages of the youth whereby the Department is requesting services is 18-21. These ages are the ages of the youth used in estimating Service Levels needed in this RFP.

Question 2: Will DCYF provide additional funding for the costs associated with Positive Youth Development and Enhanced Case Management training, implementation, and fidelity monitoring?

Answer to question 2: No. Those services are included in the hourly rate.

Question 3: In section 3.4, Work Environment: what is considered “reasonably close,” in regards to the location of trainings, classes, and workshops for youth.

Answer to question 3: While we are looking to the vendor to describe how they would provide services, the services anticipated in this are primarily case management services, not trainings and workshops given by the vendor. Services are to be individualized based on the identified goals on which the referral is based. It is anticipated that the vendor will assist the youth in accessing services which may be available through other community resources. It is also anticipated that, to the greatest extent possible, meetings directly with the client will be provided in settings as close to where the client lives and where the client is most comfortable. These could be coffee shops, libraries, etc. Further, reasonably close is considered by the Department to be accessible by car or public transportation within 30 minutes.

Question 4: In section 3.3, Program Evaluation: listed are several barriers preventing youth from continuing their education. Will the provider be responsible for the costs of childcare, transportation, etc.? If so, is this cost reimbursable?

Answer to question 4: The Provider will not be responsible for these costs, and will not be provided to the Provider.

Question 5: Please define direct vs indirect case management hours.

Answer to question 5: The reference to Direct service in the RFP makes reference to direct service required by the Vendor. There is no reference to indirect case management hours.

Question 6: Can we use our federal administrative rate in the fee attestation narrative (page 15).

Answer to question 6: There is no need to include federal administrative rate in Fee Attestation.

Question 7: Can this augment another service like FFT?

Answer to question 7: At the discretion of the Department, the Department will determine if any additional services are needed for the youth and will be the entity to make those referrals for any additional services.

Question 8: How was the 35 dollars an hour rate calculated? Does that include salary, travel, phone, and agency overhead?

Answer to question 8: The rate is all inclusive. In calculating the \$35/hour rate, the department reviewed data available via the Bureau of Labor Statistics (US Department of Labor) regarding industry-specific employment and wage estimates, as well as took into consideration direct and indicated overhead costs. The department also took into consideration current budgetary levels against the estimated monthly need of case management hours by service level.

Question 9: **General**

- a. Please clarify if the contractor must have an office in the State of Rhode Island?

Answer to question 9: The Vendor must provide a physical location in Rhode Island.

Question 10: **Personnel and Staff Qualifications (Section 4)**

What is the education/licensure requirement for staff providing case management services?

Answer to question 10: There are none specified, but the Vendor program will be evaluated in the Technical Proposal based upon staffing qualifications as it relates to the quality of delivering the proposed services.

**Question 11: Personnel and Staff Qualifications (Section 4)**

Please clarify if licensed staff are required to have a Rhode Island license?

Answer to question 11: No, as long as it does not violate any applicable regulations.

**Question 12: Personnel and Staff Qualifications (Section 4)**

Is there a required staff/participant caseload ratio for service levels 1 – 3?

Answer to question 12: No, however, the Vendor program will be evaluated in the Technical Proposal based upon staffing described and as it relates to the delivery of the service.

**Question 13: Core Staff Positions**

What are the required core staff positions for this project?

Answer to question 13: “Core Staff” positions would be described by the Vendor in describing the expertise the Vendor has in delivering the service. If this question relates to ADDENDUM XV in the contract, “Core Staff Positions,” then the Vendor can make that identification at the time of the negotiation of the contract is awarded, and the Contract requires the Project Officer and the Financial Officer.

**Question 14: Cost/Pricing**

- a. Is the \$35/hour on the rate schedule on page 16 the only reimbursement for the scope of services?

Answer to question 14: Yes

Question 15: Page 6, Section 2, Paragraph 5 and 6 cites: The VEC program and legislation provides that a permanency plan must be created for the youth, and that the Department must document reasonable efforts made by the Department and the young adult to finalize a permanency plan that addresses the goal of preparing the young adult for independence and successful adulthood. Rhode Island General Law 40-11-12.5 (a) provides that these services include but are not limited to housing assistance, to obtain supervised independent living arrangements, shared living arrangements or extended foster and kinship care: education, vocational assessment, job training and employment plan needed to transition the young adult to self-sufficiency: assisting the young adult in obtaining educational goals: a job, employment /vocational skills: any other services and supports that will support that will assist the young adult in accessing available services; applying for public benefits; acquiring important documents, such as ID card, driver's license, birth certificate, social security card, health insurance card, medical records; attending to physical and mental health needs; maintaining relationships with individuals who are important to them and

acquiring information about siblings and other maternal and paternal relatives. While the Department will have primary responsibility for case management services to assist the eligible youth with the above described services, the Department is seeking, services from the successful vendor (s) through this RFP for time limited Enhanced Case Management (ECM) services to further assist the eligible youth after being referred to the successful vendor by the Department.

- a. Does the Vendor, or the Department create the permanency plan, for referred youth? Updates to the plan?
- b. Does the vendor pay for any expenses for housing? Please define 'Housing Assistance' and the forms of housing that are listed as it applies in this paragraph?
- c. Are the expenses associated with the tasks listed in this paragraph to be included in the attested rate of \$35/hour? Bus passes and transportation assistance for the youth to attend educational or vocational programs? Health care and mental health care co-pays? Prescriptions?

Answer to question 15:

- a. As described in state law, it is the Department's responsibility to develop and update permanency plans. The successful vendor(s) will be responsible for helping the youth achieve the goals identified in the specific referral for enhanced case management services.
- b. Enhanced case management services are not for the provision of actual housing to the youth. Section 3.2 describes the expectations regarding the housing support services that are anticipated. While this could include assisting the youth in accessing short or long term housing, payments for the costs of the housing shall be provided through the process the Department has developed for addressing VEC housing costs.
- c. No. Expense reimbursement shall be made directly to the Youth, or the applicable agency/provider which is providing that service.

Question 16: Page 6 of the RFP, agencies will be expected to assist clients in obtaining documents such as ID's, licenses, birth certificates, etc. Should the costs associated with obtaining any of these documents be included in the bidder's budget or will the Department cover costs of obtaining documents if the client is unable to pay for them?

Answer to question 16: The Department will be cover authorized applicable costs.

Question 17: Page 7, Description of Population describes, in part, several categories of youth who may pose harm to the community or themselves. This includes (a) youth exiting the Training School, (b) youth with histories of commercial sexual exploitation, (c) youth

with histories of sexual abuses/ sexual offenses, and (d) youth with serious behavioral health needs not in need of institutional care. Further, Page 15-16 designates the level, frequency, and intensity of services provided. It also provides estimates of the number of youth to be served at each level. It appears that the entire program will serve no more than 56 youth statewide at a given time.

- a. In the RFP it states that the estimated number of youth to be served is 56. Is this 56 per month, annual, or average of 56 clients at a given time. at any given point in time.
- b. Is that correct? It also appears that (only) six (6) of these youths statewide present with the highest level of need.
- c. Will the provider retain 'right of refusal' in the event it believes, in good faith, that a youth's needs cannot be met within the hours of service described in the service levels?
  - i. While page 10 makes references to DCYF assessment tools and group discussion to determine service levels, of youth referred, please describe in more detail the assessment tool(s) and process used.
  - ii. Notwithstanding the appeals process referenced on page 10, does the Department indemnify the provider for the risks of accepting the youth into the program, at the designated service level, if the provider has indeed met its obligations for frequency and intensity of contact?
- d. What if the Department's estimates are incorrect? Is there a decrease in funding allotted? A decrease in referrals?
  - i. If more total youth are referred?
  - ii. If more youth are determined at different levels?

Answer to question 17

a: This is the anticipated average number of clients who will be provided enhanced case management services

b: Yes, this was a point in time example of what information we had at the submission of this RFP.

c: As noted in the RFP, the Department will have an appeals process of which vendors can avail themselves

- i. The Department conducts a review of the record, a level of needs assessment as appropriate and involves the young adult in determining any enhanced case management needs. On a case by case basis, the Department may use other assessment tools available.
- ii. The payment for these services is described in the Fee Attestation Section.

d: The Department will pay based upon the actual number of youth referred to the successful vendor. The payment for these services is described in the Fee Attestation Section.

Question 18: On page 8, with the chart of age demographics, how many of the youth exiting out-of-home care at ages 12-16 are/were 16?

Answer to question 18:

- a. This was an error on the part of the Department. With minor exceptions, only youth who are participating in the VEC program are eligible for referral for enhanced case management services and by definition those youth are at least 18 years of age. In some circumstances, the Department may refer a youth who is 17 and assigned to the Youth Development Services Unit as they are approached age 18 but generally that youth will be served through other services available to the Department.
- b. See the response to Q18a. above.

Question 19: Is the \$35/hour rate stipulated on page 16 of the RFP reflective of a per client rate and/or reimbursement for case management hours provided within a particular month? For example, if an agency serves two youth for two hours each in a month, will they be reimbursed \$140 for the month? Or should the \$35/hour rate be used as a framework within which to build a full program budget?

Answer to question 19: \$35.00 is the flat rate for each hour serviced by the Vendor to one youth.

Question 20: Is the \$35/hour rate stipulated on page 16 of the RFP the only cost that should

be reflected in a bidder's proposed budget? Should this \$35/hour be expected to cover costs such as admin, professional development, supplies/materials, equipment, travel, etc? What are the allowable costs for this program budget?

- a. As this rate is subject to attestation, is there a possibility of raising it to more comprehensively cover costs?
- b. Are there unallowable costs for this program? If so, what are they are and why?

Answer to question 20:

- a. As this rate is subject to attestation, is there a possibility of raising it to more comprehensively cover costs? No not in accordance with the terms of the RFP
- b. Are there unallowable costs for this program? If so, what are they are and why? No

Question 21: Is there a specific budget form agencies should be using? One was not included in the bid packet.

Answer to question 21: No, because this RFP is Fee Attestation.

Question 22: Page 10, the last bulleted item 10 requires the provider to be available for urgent and crisis needs. Will the provider be reimbursed for this time in the event it exceeds the service level designations? Are DCYF VEC staff available for adjunct urgent/crisis needs?

Answer to question 22: Reimbursement will be provided at the rate of \$ 35.00 per hour. If a youth is referred for enhanced case management due for urgent or crisis needs, it is anticipated that the vendor will provide that service. DCYF Youth Development Services (YDS) staff will be available in the same manner as other DCYF social casework staff are available in regular DCYF cases.

Question 23: Page 10 second bullet indicates that the Provider accepts any youth referred.

- a. What if other involved parties (parents, guardians, advocates, other DCYF staff, etc.) disagree with the referral? Will the Department mediate all such disputes?

Answer to question 23: Referrals for enhanced case management services can be made only by the Youth Development Services unit staff and are done in consultation with the young adult. Referrals are based on the youth's



permanency plan and presenting issues at any given point in time. The Department will be involved in making decisions that are in the best interests of the Youth

Question 24: Page 11 requires the provider to be capable for services that may be reimbursable through Medicaid. Since such services reimburse medically necessary services, what aspects of this procurement are anticipated to be Medicaid reimbursable?

Answer to question 24: The Department does not intend to proceed with Medicaid reimbursement at this time.

Question 25: Page 19, Section B: Formatting of written documents and printed copies includes instructions as to margins, font, page numbering, etc. Is there a limit on page numbers for the narrative and/or any additional attachments?

Answer to question 25: The Technical Proposal can be ten (10) pages long as described in Section 7 of the RFP.

Question 26: Page 12 of the RFP, Section 3.4 Work Environment, successful vendors shall ensure operational hours during normal work hours as well as evenings and weekend with availability 24/7 **emergency response**. Please clarify the role/responsibility of the vendor and of DCYF VEC staff in terms of responding to emergencies. Will the vendor's staff be the only on-call available? What is the responsibility/duty/liability of the vendor agency for mental health or medical emergencies reported outside of DCYF's normal hours? Please also describe mandated reporting requirements to the CPS hotline for young adults who are voluntarily enrolled in transition services under DCYF? Would these young people fall under similar reporting guidelines as other youth in DCYF's care?

Answer to question 26: The vendor's role is in relation to the referral made for each young adult and the services will be identified in the referral. The vendor is not being contracted to provide clinical services. Medical or behavioral health emergencies should be addressed in the same manner that such emergencies would be addressed for any other adult. The youth involved in the VEC program are under the supervision of the Department but not under the care and custody of the Department. While allegations of abuse/neglect are to be reported to the assigned DCYF YDS worker, the expectation is that these are reported through appropriate external entities (e.g., allegations of sexual assault should be reported to the appropriate police authority.) The vendor would assume primary responsibility/duty/liability to ensure that any medical or behavioral health emergencies are addressed in accord with available resources for young adults.

Question 27: Given that this RFP is being solicited at the same time a complementary DCYF RFP is being solicited, the time and effort to effectively respond is hindered. Can the deadline for submission be extended an additional two weeks?

Answer to question 27: Yes. The original RFP # 7597654 submission deadline has been changed from January 3, 2019 at 10:00 AM Eastern Time to January 17, 2019 at 11:30 AM (ET) through this addendum

Question 28: The services requested are comprehensive for this group of young adults. To respond effectively, can the page limit for responses be increased to better describe the provider offering?

Answer to question 28: Yes. Ten 10 pages.

Question 29: What degree level should staff have?

Answer to question 29: We look to the vendor to describe what they see as the appropriate mix of staff and education level of staff. The technical proposal will be evaluated accordingly.