



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

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DATE: November 16, 2005

TO: All Proposers
Request For Proposals #105073: Community Support Specialist Services

FROM: Carolyn Clow, Purchasing Agent

SUBJECT: ADDENDUM #1

The following answers are provided in response to questions received:

*Question 1: Section 1.2.2 Objectives and Outcomes (pages 3 & 4):
Performance and Indicators*

3. How many ongoing and/or time-limited support groups are expected to be provided at each service location?

Answer 1: This will be negotiated by site and based on the need and other priorities for the JFF team and the community they are serving. Presently, 2 of the 5.5 CSSs are facilitating one support group each involving 10-20 persons.

*Question 2: Section 1.2.2 Objectives and Outcomes (pages 3 & 4):
Performance and Indicators*

*4. What is the intended focus and purpose of the programs/events/festivals?
Please provide some examples.*

Answer 2: These are done in response to the needs of the community based upon resident and JFF team input. The focus varies by the needs. Examples include a job fair, a back-to-school event, a summer festival\cookout, etc.. The purpose is to build relationships, link community members to resources, and promote a positive identity for the community.

*Question 3: Will the County provide office space and equipment (telephone, computer, etc.)
for each of the Community Support Specialists?*

Answer 3: County provides office space and fax machine. Agency is responsible for telephone, computer, and furniture for the worker although furniture is often provided by the County.

Question 4: There is a Cost Summary sheet that asks for Program Budget 2005 Estimated Operating Budget and Program Budget 2006 Proposed Budget. Is this asking for the agency budget for these years or the budget for the CSS program? I assume it is the agency budget since the CSS doesn't begin until 4/2006.

Answer 4: The 2006 contract amount is \$166,360; the 2007 contract amount is anticipated to be \$221,816. We would like an annualized budget based upon the 2007 funding level of \$221,816, so we can get a full picture of your budget allocations based upon a one year budget.

Question 5: There are 18 JFF sites and a minimum of 4 CSS positions. How are the positions to be divided to the JFF sites? Also, is office space at the JFF sites available to the CSS positions at no cost or should this be figured into the proposed budget?

Answer 5: We only expect a small portion of the JFF sites to be served by the CSS program. Presently, 5.5 FTE is serving 6 locations. This will be negotiated as a part of the contract.

Question 6: Are there other revenue sources for MA eligible participants that can be billed to offset some of the cost of operating the program? If so, what are these? I am specifically thinking about case management or Crisis Stabilization revenues.

Answer 6: We are open to discuss this. All present funding is from the County and not dependent on State or Federal funding streams. We are requiring that at least 4 FTE Community Support Specialists be provided as a part of the funding offered.

Question 7: I'm wondering about what the budget breakdown will be - what percentage will go towards direct services, personnel, and other budget items.

Answer 7: The cap on overhead is 15% of the entire contract. The RFP requires a minimum of 4 FTE CSS capacity. The key is to present a logical budget that provides good value to the JFF initiative and the families served.

*Question 8: On Attachment E – Cost Summary Sheet,
a) you've requested that we budget costs for space in both the Estimated Operating Budget for 2005 and the Proposed Budget for 2006. Is there a designated formula for computing space costs per person per annum? If yes, what should we use as the base figure for this calculation?
b) What other expenses should we anticipate?*

Answer 8: a) Space costs at JFF sites will be covered by the County. Historically, CSSs have spent most of their time at JFF sites with meetings at their sponsoring agency; b) traditional worker expenses are related to personnel costs, office set up (e.g. computer, internet, office furniture, mileage, etc.). The County pays for other office support items such as fax and photocopier.

Question 9: Page 13 – Section 4.3 – Staff Qualifications indicates that each CSS must have a motor vehicle since transporting clients is necessary at times. What do you

anticipate will be the average mileage per staff per annum?

Answer 9: It will really vary by site; most will be in the Madison area. At the high end it will be 3600 miles per year (300 miles per month; 75 miles per week); at the low end it will be 1440 miles per year (120 miles per month; 30 miles per week).

Question 10: *Page 10 - Section 2.5 – Proposal Organization and Format - Response to Technical Requirements references Section 5 of the RFP. Do you really mean to reference Section 6.0?*

Answer 10: Yes.

Question 11: *Page 10 - Section 2.5 – Proposal Organization and Format - Cost Proposal references Section 6 of the RFP. Do you really mean to reference Section 5.0?*

Answer 11: Yes.

Question 12: *Page 12 - Section 3.4 – Evaluation Criteria - #2 – Technical Requirements
a) Background with the services and client population references Section 7.1. Do you really mean to reference Section 6.1?
b) Understanding the project references Section 7.2. Do you really mean to reference Section 6.2?
c) Quality of the proposed plan references Sections 4.5, 4.6 and 7.3. Do you really mean to reference Sections 4.5, 4.6 and 6.3?
d) Culturally competent service delivery strategies references Section 7.4. Do you really mean to reference Section 6.4?*

Answer 12: a) yes; b) yes; c) yes; d) yes

Question 13: *Page 12 - Section 3.4 – Evaluation Criteria - #3 – Cost references Section 6.0. Do you really mean to reference Section 5.0?*

Answer 13: Yes.

Question 14: *Page 1 - Section 1.2.1 – Project Description indicates that CSS services are to be provided at select JFF sites. Have those JFF sites already been determined? If yes, what are they? Or, at the very least, at how many sites will we be co-located?*

Answer 14: a) Minimum 4; maximum 7; although subject to change, JFF site candidates include Allied Drive, Badger Road, Darbo, Deer Valley, Madison's Northside (i.e. Truax, Vera Court), SW Madison, and Sun Prairie. All CSSs will be co-located with JFF Community Social Workers.

Question 15: *Is the issuance of this proposal the result of an expansion? If not, what are the circumstances leading to this request for proposal? If this RFP is the result of lack of performance by a service provider, what outcomes or process objectives were not being met?*

Answer 15: No expansion. As per Dane County ordinance every contract has to be re-bid

within a 5 year period if there is no exemption. County Human Services has rebid a number of contracts to date. The Community Support Specialist contract was selected for a rebid in 2005.

Question 16: Will Community Support specialist staff be housed on site with at JFF? If so, how will equipment needs be handled? Will the CSS have a desk, phone, computer, copying at the site? What if any equipment will need to be purchased for their use?

Answer 16: Yes. Agency will be responsible for a computer and phone. County will provide rent, utilities, fax, and copying.

Question 17: Will the CSS be assigned to more than one JFF site?

Answer 17: This has not been determined yet. We have had both scenarios in the past. The challenge will be to serve JFF sites and maintain the integrity of the position.

Question 18: Will the CSS phone calls be handled by a receptionist on site if there is one? Will it be expected that office space be provided elsewhere, in addition, for the CSS Specialists?

Answer 18: No. CSSs presently utilize voice mail and answering machines. County will provide office space. There are no other expectations of space from the POS providers.

Question 19: Based on experience, how many miles of travel per week are anticipated?

Answer 19: See above.

Question 20: If you could estimate the time percentage breakdown in direct service type between face to face individual/family sessions, telephone contact for case management, group based work or other activity-what would it be?

Answer 20: This will vary by site, but most of CSS time should be spent on direct service to individuals and families to keep them stable and out of formal systems care or supervision.

Question 21: On average, how long does a client remain on a CSS caseload?

Answer 21: CSS do not have caseloads per se. The intent is to link families to resources and to problem solve with them to maintain stability and achieve positive outcomes. At a number of sites, families ask for assistance intermittently; a few are more case management intensive involving multiple contact scenarios.

Question 22: What is the average number of individual one on one direct face to face service encounters with a client per month? Per year? Where are these encounters most likely to occur- in-home/community or at the office?

Answer 22: This varies widely by site and according to approach of the worker. See section

1.2.1 page 3 for expectations of unduplicated contacts annually (i.e. 325) and monthly (i.e. 28). However, there are many duplicated CSS service contacts in a given month based upon ongoing services scenarios. Volume can be quite high. Most contacts take place in JFF offices, but CSS visit homes as needed.

Question 23: On average, how many service encounters does each individual/family receive in a year?

Answer 23: Again varies widely by worker and family context. Many are brief encounters with service referral being the result.

Question 24: Are letters of reference or support needed/desired in addition to the Reference Data Sheet attachment? If so, do they count against the 20 page limit for the Narrative?

Answer 24: No, they are not required, but if they enhance your application please submit them. These letters of support or references should be specific as to accomplishments of your organization.

Question 25: Should proposers include supporting documentation that exemplifies qualifications as attachments? If so, would they count against the 20 page limit?

Answer 25: Please use your best judgment. You can put additional documentation in the attachments; it will not count against the 20 page limit.

Please acknowledge receipt of this addendum by noting “Addendum #1 Received” on the bottom of the Signature Affidavit when you submit your proposal.