

ADDENDUM #1

To the suppliers who plan to provide a response to the College's
Request for Proposal SPC-06-20-21 Case Management Service SPW posted February 15, 2021

RFP Correction

RFP Correction: Page 12, Schedule of Events, RFP Proposals are due 03/15/2021 at 12:00 Noon. RFP Opening is 03/15/2021 at 12:15 pm.

RFP QUESTIONS

1. The RFP states on pg 11, "SPC will compensate Provider in an amount of up to \$80,000." Is this an annual amount or is this intended to cover the full term of the proposed contract of 32 months (March 22, 2021 – November 30, 2023)?
 - A. This is the amount that will be compensated on an annual basis.
2. The RFP states on pg 8, "Deliverables will be aligned with the outcome measures referenced in this RFP". Beyond the statement on pages 10-11 that specifies that the "program will serve 122 participants per year", we do not find specific outcome measures outlined. Please specify the expected outcomes.
 - A. Expected outcomes are wrap around services identified by the selected provider and outlined under scope of services identified in the RFP. These services are to be provided for any and all if necessary of the participants of the program.
3. Of the anticipated "122 participants served per year", is this a total figure or is the expectation of the college that these be 'new' enrollments annually? Does this figure reflect consideration that training programs may carry-over from one year to the next?
 - A. A. There will be at least 122 new enrollments per year, however we anticipate some carry over from previous years and the expectation is that the provider continues to provide services for carry overs on an as needed bases.
4. Does eligibility determination fall within the scope of case management services?
 - A. Eligibility will be determined by an assessment completed by case manager.
5. Of the anticipated 122 served, is it the expectation that all will meet additional eligibility criteria other than that which is inferred through the RFP to include residency requirements within the CRA? For example, the RFP references 'youth and young adults' on pg 10. Is this also an eligibility criteria?
 - A. Based on the final executed contract and the language in the RFP, 16-24 is identified as a targeted outreach group, but not limited to this age group. Overall unemployment and underemployment

within the 16-24 age group is significantly higher in some CRA census tracts than others and requires a more targeted outreach program.

6. Is the case management provider responsible for assisting the participant in the selection of their choice of training?

A. There is a career and academic advisor who will assist participant in the selection of their training.

7. Confirm that the proposal is not expected to include the cost of training and/or credentialing.

A. The \$80,000.00 per year for case management does not include cost of training and/or credentialing, it is for any and all wrap around services and scope of services listed in RFP as needed for the participant.

8. Is there additional funds available that might assist the participants with support needs over and above the cost of the training and/or credentialing that will increase the likelihood of their success (ie, childcare, transportation, incentives, etc)?

A. Yes, the clients will be able to receive assistance with transportation, childcare, mentoring, education programs as well as follow-up services for at least twelve months for each participant in the program.

9. Q. For \$80,000 are you expecting 1 case manager position? Will the case manager provide services to all 122 participants – what would the average caseload be at any given time?

A. The Case Management provider will be responsible for the selection amount of case managers that they decide to provide towards the program. Refer to case management services on Pg. 10 The vendor will be required to provide the following services to all 122 and any additional services as assigned:

- Manage a participant caseload.
- Provide special outreach and support to participants who are within the St. Pete Works program located within the CRA.
- Disseminates notifications/information to participant and or stakeholders within the St. Pete Works program.
- Provide special outreach and support to participant.
- Collect, evaluate, and record information about participant and monitor unresponsive participants to update the St. Pete Works staff.
- Provide referrals to support services and other services-related projects.
- Create and implement communication plans to participant utilizing resources provided and other effective delivery methods.
- Collaborate with tutoring, mentoring, and transitions staff to manage cases or participant progress in training program, to include any self -reported or observed needs deemed to be detrimental to the

success of the participant in the training program. We cannot determine the average caseload .

10. Bid Amount - A Cost Per participant breakdown with detailed outline of costs, billing structure, and backup documentation examples which will be submitted with invoicing. Could you provide clarification regarding this RFP response? Our budget would typically be 1 FTE including salary, benefits, mileage, office supplies, etc. Do you want a detailed budget with the cost per participant determined by number of people served divided by cost of the program?

A. The funds are to be utilized for scope of services outlined in the RFP as well as wrap around services for participants in the program. An itemized detailed budget will be required.

11. Do you expect the caseload of the Case Manager to be 122 at any given time, or only some of the participants needing case management services, or 122 annually with clients entering into and exiting services?

A. There will be at least 122 new enrollments per year, and all participants will receive case management services. We anticipate some carry over from previous years and the expectation is that the provider continues to provide services for carry overs on an as needed bases.

12. Is the case management proposal looking for a specific type of training for the residents of the county, or is it where the city is looking for an organization like mine that teaches students to become certified professional medical coders for entry into the workforce/healthcare industry?

A. We do not anticipate the case manager selecting or providing training for participants.

13. Is the \$80,000 mentioned for a one-time purchase or is this recurring annually

A. Recurring annually.

14. How many SPC/CRA admin users will need to enter data into the system and require reporting access on cases?

A. A. You as the vendor will be provided with a format for reporting and what needs to be reported, we will enter info into our data system.

15. How many users will need view-only access (will not enter data)?

A. NO RESPONSE.

16. Will the system need to integrate with any 3rd party technology solutions? If so, which ones?

A. NO RESPONSE.

17. Outreach and Communication Plans - are you searching for digital marketing solutions to help in these areas? Can you elaborate on the "wrap-around services" mentioned

- A. Outreach and communication plan not under the scope of Case Management. Wrap around services are identified as but not limited to transportation, childcare, mentoring and tutoring.

18. Is the grantee required to serve 122 clients per year OR is the 122 a total served for all 3 years?

- A. A. There will be at least 122 new enrollments per year, however we anticipate some carry over from previous years and the expectation is that the provider continues to provide services for carry overs on an as needed bases.

19. Is there an expected dollar amount to be used per client? If so, what is the expected dollar amount?

- A. No Response

20. Are clients referred from SPC for Case Management services or is the grantee solely responsible for recruitment of clients?

- A. Academic and Career advisor responsible for recruitment. Case Management services may identify clients through wrap around services that may qualify for the St. Pete works program that reside within the CRA.

21. Does the Case Management services include helping clients with Emergency Assistance issues?

- A. YES, for participants in the program.

22. Q. Are there any administrative dollars allowed in the 80k? If so, what is the minimum and maximum?

- A. NO RESPONSE.

23. Are there any indirect cost allowed within the 80K each year? If so, what is the minimum and maximum?

- A. NO RESPONSE.

24. Is the funding 80k per year?

- A. Yes.

25. Is there an advance provided for startup if awarded?

- A. No.

26. Is this grant a reimbursement grant? If so, what is the turnaround time for reimbursement?

- A. A. This is a contract not a grant and the anticipated turn around providing all supporting documentation for reimbursement of services is received it will be 30-45 days.

27. What are the billing requirements? What documents are required?

- A. Documentation indicating all work performed on behalf of each client- data management, assessments, and any other documentation required.

28. Is the age range we are expected to provide services for only 16 to 24?

- A. Based on the final executed contract and the language in the RFP, 16-24 is identified as a targeted outreach group, but not limited to this age group. Overall unemployment and underemployment within the 16-24 age group is significantly higher in some CRA census tracts than others and requires a more targeted outreach program.

29. Please provide SPC's definition of Wrap Around Services?

- A. Wrap around services are identified as but not limited to transportation, childcare, mentoring and tutoring.

30. Would these funds be expected to pay for training services and wrap around services such childcare, transportation, health care needs, emergency assistance, clothing/uniforms etc.

- A. Case management can provide referrals.

31. Q. Please provide SPC's definition of Case Management. (i.e. paying for training vs. assisting clients to find training opportunities etc)

- A. Manage multiple participant caseloads.
- B. Provide special outreach and support (wrap around services) to participants who are within the St. Pete Works program located within the CRA.
- C. Disseminates notifications/information to participant and or stakeholders within the St. Pete Works program.
- D. Collect, evaluate, and record information about participants and monitor unresponsive participants, update the St. Pete Works staff.
- E. Provide referrals to support services and other services-related projects
- F. Create and implement communication plans to participants utilizing resources provided and other effective delivery methods.
- G. Collaborate with tutoring, mentoring, and transitions staff to manage cases or participant progress in training program, to include any self -reported or observed needs deemed to be detrimental to the success of the participant in the training program.
- H. Case management will not be responsible for paying for participants training nor will they be responsible

for finding training opportunities for participants.

32. Can you please clarify the grant period? It appears to be about 31 months (March 22, 2021 – November 30, 2023).

A. The dates are from March 22, 2021 (or from date agreement signed whichever is later) through November 30, 2023.

33. Can you confirm that the \$80,000 in compensation is for the entire 31 month period? Or is it an annual amount?

A. \$80,000 per year.

34. Is the case management contractor expected to serve 122 participants per year/per 12 month period?

A. Yes, minimum.

35. What is the period of time that we are expected to track participants? The full length of the contract? For a 12 month period?

A. Full length of Contract.

36. What is the expectation around providing continuity of services and/or aftercare?

A. Expectation is that all participants will be provided needed services through the contract period on a continuous bases.

37. If the participant loses their job, would the case manager be responsible to help obtain another one?

A. No, career and academic advisor would step back in however you would need to relay that information.

38. Are there any performance goals or outcomes expected for the contractor?

A. A. Main goal is that all participants are provided services and the results of contact with participants are reported.

39. Would the young adults be referred for the case management? Or is the contractor expected to conduct outreach to enroll?

A. A. No outreach necessarily there is a career and academic advisor for this however recruitment is a collaborative effort, everybody in program is served by case management.

40. Is the stated budget (\$80,000) to cover the entire 3 year contract period, or is it \$80,000 annually (\$240,000 total)?

A. \$80,000 per year.

41. The project proposes to serve 122 individuals total. How many participants do you foresee having in the program at one time?

A. At least 122 per year.

42. What is the expected length that any participant will be in the program?

A. Participants will be in the program until completion of selected training program.

43. Is there an expected maximum caseload for the case manager?

A. NO RESPONSE.

44. What are the expected goals and outcomes for participants?

A. Completion of training program and job placement.

45. Will the reimbursement be monthly?

A. Reimbursements will be 30 -45 days or at the end of the designated task with all documentation to justify tasks submitted.

46. Do you anticipate extending the bid due date?

A. No

47. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

A. RFP 06-20-21 outlines the proposal evaluation and selection process.

48. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?

A. No

49. Other than your own website, where was this bid posted?

A. State of Florida Supplier Diversity website.

50. One logistical question we did have was about submitting the proposal response if we choose to bid. The bid asks for three proposals in hard copy with wet ink signatures. The AACRAO office is closed due to the COVID-19 pandemic, and we are conducting all business electronically. Is there any way to submit the proposal electronically? Thank you for considering our request.

A. We will require only one (1) hard copy with a wet signature and one electronic version on a flash drive. No, we cannot accept fax or email submissions.