

Mandatory Proposer's Conference
January 29, 2010 at 1:30 pm
239 Rinehart Road
Lake Mary, FL 32746

Inquiries and Responses to RFP Services

The following are responses to the inquiries received prior to the Proposer's conference held on January 29, 2010. Only those inquiries received prior to the close date and time for written inquiries have been included.

Proposer's may rely on these written responses as the official response deemed by the Early Learning Coalition of Seminole to be applicable to RFP-SR/VPK 1013-01.

1. RFP Electronic Copy

An electronic copy will be e-mailed to everyone who submitted an Intent to Propose.

2. Match Requirement - Is there a matching requirement for Component 6? If so, how much is the required match?

Although cash or in-kind match is not specifically required under this component, the scoring of the proposal will take into consideration the overall value including the costs and match dollars generated.

3. ERS Reporting Software - Does the Coalition require/desire the use of the Branagh software system for the ERS reports? If so, does the funding for annual Branagh licenses need to be included in the budget amount on page 86?

Yes, we would like the Branagh software system used for the ERS reports, and the cost of annual licenses should be included in the budget.

4. QIP - You are requiring that the ERS assessment be completed and the QIP be returned in 3 business days. Using the Branagh software system, with the review process and allowing for corrections (and keeping the work flow moving efficiently), and providing a quality detailed summary report - a 3 day turnaround has not been a realistic schedule. Can you be flexible with the time frame?

In order to allow providers a full 90 days of technical assistance, we would be willing to extend this completion requirement to no longer than five days.

5. Maximum RFP - Are the attachments included as part of the 65 page maximum? (i.e. audit reports, supporting charts, etc.) . Does that limit apply to each of the 6 components or overall?

The attachments are not included as part of the 65-page maximum. One original proposal and seven copies are to be submitted in hard copy. The original proposal must include attachments in hard copy, but the attachments for the seven copies may be submitted on one compact disc per copy. Please keep the number of attachments limited to those which substantially support your proposal (refer to Section 2.10). A separate proposal is not required for each component.

6. **Proposal Scoring - The criteria have weighted values relative to their importance. The scoring sheets do not indicate what the maximum score on each item should be. Was that an oversight?**

It is not an oversight; best efforts should be put forth on each component of the proposal.

7. **FAN Tool - What FAN tool do you wish to use? Will the Coalition provide the FAN assessment and required training on this tool? If a provider's assessment does not meet the criteria and scoring required, will follow-up assessment be needed? If so, at what interval will a re-assessment be required? Will this assessment be incorporated in the same visit when an ERS is completed for those providers caring for children birth to five and after school children?**

The Florida After-School Network Assessment is the tool to be used. An on-line training module is in the process of being developed, or the Coalition can provide training. The intent is to have an original baseline assessment for the after-school programs in the first year, followed by an annual assessment. The assessments are not intended to be done at the same time as the ERS assessment visit.

8. **SCPS currently does not allow outside monitors on campus to evaluate programs. Are the school extended day programs to be considered in the assessment numbers?**

Yes, Seminole County Public Schools has agreed to this assessment.

9. **The assessors will maintain their Inter-Rater Reliability as determined by the ERS model. Will the Coalition require/desire the program to report the Assessor's individual reliability scores on a regular basis?**

The Coalition will review these records during subrecipient monitoring. The assessor's individual reliability scores should be maintained by the Proposer.

10. **You are requiring the assessment summaries to be provided to Providers within 3 business days. Am I correct in assuming that the Assessors will review the assessment summaries with the providers and develop a QIP as a result of the assessment summary?**

The assessors leave the completed assessment with the provider. The recommended QIP is developed and submitted to the Coalition, along with a copy of completed assessment. The Coalition staff will review with the provider and development a technical assistance plan.

11. **Throughout the RFP, the SLS (CCR&R Standard Levels of Service) is mentioned as the guide for CCR&R services. Currently the SLS has been replaced with the CCR&R Program Requirements. Are we to follow the SLS or current CCR&R Program Requirements?**

The new terminology that governs the Standard Levels of Service is the CCR&R Program Requirements. These requirements replace the CCR&R Standard levels of Service and contain the Agency's CCR&R program requirements from 60BB-9.300 Child Care Resource and Referral Rule, the Agency's Grant Agreement and the 2009 CCDF Plan. Exemptions to the requirements in this document must be requested in writing, by the Early Learning Coalition Executive Director, to the Agency's CCR&R Network Administrator for consideration. Approved exemptions must be kept on file by the Coalition for review by the Agency's Coalition Performance Review team. This document contains the minimum standards required by the Agency and the Coalition has chosen to adopt additional or higher standards for the Child Care Resource and Referral program through the SLS.

- 12. CCR&R Requirements – (a) CCR&R personnel will follow the training requirements and operational mandates set forth in the SLS established by the AWI/OEL and Coalition; (b) If calls cannot be handled as received, the caller will be contacted within 48 hours of the call or by the 2nd business day. ‘Hold’ times for calls should average less than 3 minutes.**

CCR&R requirements contain the minimum standards required by the Agency. However, the Coalition has chosen to adopt the higher standards of SLS for the CCR&R in these specific areas.

- 13. State Payment System Definition**

The State Payment System refers to the Enhanced Field System (EFS) that is utilized for child enrollment and provider payments. In addition, it refers to State and Federal regulations governing the management of funds.

- 14. Local Match - The Coalition will assist the provider but the responsibility for obtaining match rests with the Proposer. Please clarify. Also, what are the current sources of match?**

The Coalition will work with the selected Proposer(s) to secure local match. However, final responsibility rests with the Proposer. Current sources of match are the Seminole County Board of Commissioners, City of Altamonte Springs, City of Oviedo, Heart of Florida United Way, several private foundations and other private companies.

- 15. CCPP/CCEP Fund Utilization - When was the last time CCPP/CCEP funds were utilized, what was the total amount of these funds, and who provided the match? Can you please provide an example of a CCEP referral form?**

This is a new program to Seminole County that the Coalition would like to access.

- 16. Office Locations - list of the current office locations in Seminole County?**

The current coalition office is located at 239 Rinehart Road, Lake Mary, FL 32746-2550. The Subrecipient, Community Coordinated Care for Children (4C), is located at 307 West First Street, Sanford, FL 32771. The current contractor for professional development and early education training, Seminole State College of Florida, is located at 100 Weldon Boulevard, Sanford, FL 32773.

- 17. Equipment Needs - Is the equipment (including copiers and furniture) used by the current provider owned by their organization or the Coalition? If it is owned by the Coalition, will it be available to a different provider if one is selected? If it will be available to a new provider, can an inventory be provided?**

Any Coalition-owned equipment would be returned to the Coalition if a new subrecipient is selected. However, since equipment has been used by current subrecipients for many years, current condition and depreciation must be taken into consideration. Therefore, Proposer should budget for equipment as needed.

- 18. Customer Satisfaction Surveys - Can a copy of the survey(s) used be provided? Can the current data on customer satisfaction be provided?**

A copy of the current customer survey will not be provided. Upon receipt of an executed contract, the accepted Proposer will prepare a customer survey for Coalition approval. As of F/Y 2008/2009, of those surveyed, 92% of school readiness clients agreed or strongly agreed that they are satisfied with the services they received. As of F/Y 2008-2009, of those surveyed,

93% of school readiness providers agreed or strongly agreed that they are satisfied with the services they received.

19. Reports - Contents of the mid-year and end-year reports – Reports are not limited to the following list.

Reimbursement Request: Submit to the Coalition a monthly reimbursement request that is in sufficient detail for a proper pre-audit and post-audit thereof. This Reimbursement Request and any back-up documentation of paid costs and/or performance deliverables shall be submitted as specified herein and in the Agreement of Payment.

Invoices: Submit a monthly reimbursement invoice within fifteen (15) calendar days following the end of each service month in formats specified by the Coalition and the AWI/OEL. Shall submit separate invoices on forms prescribed by the Coalition for each local match source.

Financial Reports: Submit a mid-year and end-of-year financial statement consistent with the approved line item budget reconciling payments made under this Contract against expenditures incurred under this Contract within forty-five (45) calendar days of the end of each respective period.

Final Reimbursement Request and Contract Close-Out Report: Submit to the Coalition a final invoice and a Contract Close-Out Report within sixty (60) calendar days after contract completion/ termination.

Annual Report: Submit a written annual report within 45 calendar days following the end of each service year, which shall include a review of services provided under the terms of this Contract and recommendations for Coalition consideration. The report shall also include the summary results of provider program assessments as well as results from any child developmental screening, hearing, and vision screenings, and pre/post tests conducted. The report shall be in the format specified by AWI-OEL guidance document, OEL-PI-0032-05, as amended.

Program Income Report: Submit to the Coalition a Program Income Report within forty-five (45) calendar days after contract termination detailing any program income generated from activities covered under this contract.

CCR&R Outreach Plan: To include consumer/public awareness and provider outreach to be submitted to the Coalition by October 20, 2010, and providing a minimum of 4 public awareness and two provider recruitment and retention activities by contract ending date.

CCR&R Reports: Submit monthly CCR&R reports to the Coalition in the format prescribed by the AWI/OEL's, no later than the 20th of each month following services.

Quality Data Submission and Reports: Submit electronically ERS assessments and child screening and assessment results per established protocols within three (3) business days of assessment.

Monthly Management Report: Submit a monthly management report within twenty (20) calendar days following the end of each service month in formats specified by the Coalition, which shall include but may not be limited to the following:

- Number of families requesting Child Care Resource and Referral services.

- Number of families receiving eligibility determination and re-determination services.
- Number of families determined eligible for Coalition funded services.
- Unduplicated number of children, by age and funding source, receiving Coalition funded services.
- Unduplicated number of children, by age, on the waitlist.

Ages and Stages (ASQ) Report: Submit a monthly report within ten (10) calendar days following the last day of the month.

Utilization Report: School Readiness Child Care Slot Utilization forecast and provides fiscal management and analysis of child care reimbursement (slot) budget.

Local Match Report: Submit a monthly match report to the Coalition no later than fifteen (15) days following the end of the month that includes match collected and match sources. Should Child Care Executive Partnership funding be awarded, such report shall also identify purchasing pool partners and match amount.

Florida Certified Minority Business Enterprises Utilization Reports: Submit to the Coalition on a quarterly basis a report listing all expenditures with Florida Certified Minority Business Enterprises as certified under section 287.0943, Florida Statutes. Submit the quarterly minority expenditures listing to the Coalition.

Quarterly Management Report: Submit a quarterly management report within twenty (20) calendar days following the end of each service quarter in formats specified by the Coalition, which shall include the following:

- Unduplicated number of children receiving a developmental screen, by type and level
- Unduplicated number of children receiving a pre/post test
- Number of active providers SR, by provider type
- Number of provider program evaluations conducted, by provider type, and scores
- Number of children served, by provider type
- Number of active providers moving from registered to licensed and licensed to accredited
- Number and type of parent and/or community education materials provided
- Number and type of Community Outreach activities conducted and/or materials distributed
- Number unqualified parent and reason from eligibility interview
- GIS Maps by County and State for year to date.

Provider Report: Submit a monthly report listing all active School Readiness providers to include vendor number, telephone number, addresses, and, if available, e-mail addresses.

Certificates of Eligibility: Submit monthly reports noting the number of current enrollment, Certificates of Eligibility issued, number of approved and pending VPK providers including a comparison to the same time period last year. The number and reasons for child transfers, dismissals, and withdrawals should be made available upon request of the Coalition.

20. Provide current staffing structure, salaries, and budgets?

We have included prior year funding levels by component. Staffing structure and salaries should be determined by the Proposer.

21. VPK Children Served – Reference to 3,500 children (page 98) and 4,000 children (page 2) for eligibility, monthly payments, and family-friendly services.

The reference to servicing 3,500 to 4,000 children is made because the current (minimum) number of children served is 3,500, but it is expected that the number could increase to 4,000.

22. Information Technology Resources – Please refer to Appendix H and Appendix E.

Correction – should be Appendix H – Information Systems Requirements and Appendix I – Information Systems Standards instead of Appendix H and Appendix E.

23. Surveys - All surveys will be sealed and sent directly to the Coalition for processing.

a) Will the Coalition provide pre-printed surveys for specific areas?

No, but the Proposer should develop and submit for Coalition approval upon completion of an executed contract.

b) Will the Coalition provide postage paid envelopes for clients who receive the survey(s) by mail?

No, please include this expense in submitted budget.

c) Will the Coalition share the results of these surveys with the Applicant?

Yes, the specific detail could be determined during contract negotiations.

d) Is provider survey raw data available to 4C to complete their internal CSS process since providers are unlikely to be willing to complete two surveys?

Yes, the specific details could be determined during contract negotiations.

e) Is the survey to be based on client's residence or provider location?

Parent's surveys are to be based on client's residence.

f) How should applicant handle clients who cross county line for SR services?

Parent's Surveys should be based on client residence, and Provider's Surveys should be solicited for any Provider who received SR Funds from Seminole County.

g) How should applicant handle clients who cross county line for VPK services?

Client is allowed to cross county lines for VPK services, so survey would be sent to client's residence.

- 24. TANF Client Enrollment - 100% of TANF clients reviewed must be enrolled within seven (7) working days. Should this requirement read 100% of TANF clients reviewed must receive an enrollment certificate within seven (7) working days as actual enrollment of child is parent driven?**

Yes, reference Section 3.4 E.2.b, on page 31.

- 25. 95% of customers receiving eligibility determination shall be enrolled in the customer's choice of Providers within ten (10) working days. Customers who choose not to enroll their eligible children must be notified of termination of eligibility services. Same issue as above. Should this read 95% of customers receiving an eligibility determination shall receive a valid certificate of eligibility within ten (10) working days as actual enrollment of child is parent driven?**

Yes, reference Section 3.4 E.2.e, on page 31.

- 26. Program Assessment – Environment Rating Scales (ERS), Florida Afterschool Network Assessment and Quality Improvement Plans (QIP). Going forward our understanding is the School District will continue to perform program evaluations; however, there is to no longer be a subcontract with the Proposer. Please confirm or provide direction.**

Confirmed; this will be covered in contract negotiations.

- 27. Child Screening Assessment – Ages and Stages Questionnaire, E-LAP/LAP-3 random sample assessments, Lollipop assessments for 4 year olds and vision/hearing screenings. Going forward our understanding is the School District will continue to perform child assessments; however, there is to no longer be a subcontract with the Proposer. Please confirm or provide direction.**

SCPS will provide directly through contract with the Coalition.

- 28. Child Screening Assessment - It is the Proposer's responsibility to develop an individualized improvement plan for all children who receive a Level II developmental screening with a score that identifies a developmental delay or concern.**

The Level II developmental screening will result in vision and hearing screenings to be conducted by Proposer.

- 29. The referral to Level III services will be made part of the child's improvement plan and will include follow up at 30, 90 and 180 days. This requirement conflicts with the process listed in 3.7. – A.1 a. – i.-iii. The requirement for an individual improvement plan lies with the Inclusion Specialist when a referral for additional services has been identified. What process should the Proposer follow?**

Level III referrals will be required to receive an ELAP/LAP-3 assessment by the Proposer. Those resulting in potential delays will be referred to the Coalition's Inclusion Specialist for assessment, plan and follow up.

- 30. Year End Report - due no later than 45 days after the end of the contract year. In prior years this has been changed to 60 calendar days in order to have final numbers included. Is it possible to continue to allow that?**

This could be addressed during contract negotiations.

31. EFS PC Standards (ASQ Software) - Should the Proposer continue to use the existing ASQ system or acquire the new ASQ software? Will it be the responsibility of the Proposer to purchase the ASQ software if directed to use it or will the Coalition hold the license?

The Proposer should continue to use the existing paper-based ASQ system available. The new ASQ software will be required, eventually. However, the Coalition is currently negotiating with the vendor to hold the license once the electronic system becomes available.

32. May the Proposer receive a list of all parties intending to submit for each component?

All Proposers will be represented at the Proposer’s Meeting on January 29, 2010.

33. May the Proposer receive a list of all parties intending to submit for each component?

Arbor E&T	Applied for Components 1 through 6
Community Coordinated Care for Children (4C)	Applied for Components 1 through 5
Devereux	Applied for Components 4, 5 and 6
Orlando Academy, LLC	Applied for Components 5 and 6
Seminole State College	Applied for Components 6

34. May we speak to Committee members who are not and never have been Coalition Board members?

Refer to 2.2.A. of the RFP. Proposers are prohibited from contacting Coalition Board members or staff, outside of the contact person identified in Section 2.1, regarding this solicitation.

35. Many Community partners sit on the Coalition Board such as Workforce, DCF, Health Department, etc. Can the Proposers contact the entity for support letters as long as it does not contact the actual sitting Coalition Board member?

Yes, you may contact the entity for support letters, as long as they are not actual sitting Coalition Board members.