



## Request for Proposal (RFP) Addendum

**RFP Number:** 30-22150-DSS

**RFP Description:** HOMEBUILDERS® Program Providers

**Purpose of Addendum:** Agency Response to Vendor Questions & Revisions to RFP

**RFP Response Due Date & Time:** August 25, 2022 at 2:00PM ET

**Addendum Number:** 3

**Addendum Date:** July 29, 2022

**Contract Specialist:** Ken Dahlin

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### **INSTRUCTIONS:**

1. Review Attachment 1 (Agency Response to Vendor Questions) and Attachment 2 (Revisions to RFP).
2. If this addendum results in changes to your proposal, check the appropriate block below and complete Attachment 3 if applicable.
3. Return one properly executed copy of this addendum (including Attachments 1, 2, and 3).

### **ATTACHMENTS:**

1. Agency Response to Vendor Questions
2. Revisions to RFP
3. Revisions to Vendor's Proposal

### **Check ONE of the following options:**

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
- Bid has been mailed. Changes resulting from this addendum are included in Attachment 4.

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### **Execute Addendum:**

Vendor: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Name and Title (Print): \_\_\_\_\_

Date: \_\_\_\_\_

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**Attachment 1 – Agency Response to Vendor Questions**

No.	RFP Section/Page Reference	Vendor Question	Agency Response
1.	6.1 Vendor Project Manager, page 22	Can the budget include the cost of the project manager and is there a specified amount of FTE's it is allocated? We don't see the Project Manager role listed on the budget spreadsheet - unless that role is to be included in support staffing. We assume this role DIFFERENT than the Program Manager role noted in section 5.2.5, pg 19?	<p>Yes, the budget can include the cost of a program manager who directly supervises the supervisor(s) - up to .5 FTE</p> <p>The project manager referenced in Section 6.1 serves as the point of contact for the Contract. This is not a required operational position.</p>
2.	Attachment A, page 25, Cost and Budget Year 1	Are there any unallowable expenses? Are additional expenses not listed on the spreadsheet, such as office space for HOMEBUILDERS staff or confidential meeting space for a team to gather for weekly consultation, allowed?	<p>For allowable and unallowable expenses, vendors should refer to <i>Cost Principles for Non-Profits Organizations – Title 2 in the Code of Federal Regulations (CFR), subtitle A, chapter II, part 230 at: <a href="#">Federal Register :: Cost Principles for Non-Profit Organizations (OMB Circular A-122)</a></i></p> <p>Vendors may include additional costs that are needed to support the program and not listed on the budget spreadsheet.</p>
3.	Attachment A, page 25, Cost and Budget Year 1	The budget spreadsheet includes wage or salary rate annualized. Do we include fringe in this total or is that a separate line item?	Fringe benefits should be included as a separate line item.
4.	Attachment A, page 25, Cost and Budget Year 1	Budget Spreadsheet - Support Staffing - can this include HR, finance, IT support for a team?	<p>Yes. Vendor staff specifically and directly supporting the HOMEBUILDERS® program can be listed as direct costs consistent with:</p> <p><a href="#">Federal Register :: Cost Principles for Non-Profit Organizations (OMB Circular A-122)</a></p> <p>A provision for indirect costs is allowed. Indirect costs should be listed in the budget spreadsheet as well.</p>
5.	Attachment A, page 25, Cost and Budget Year 1	Budget Spreadsheet - Travel is listed on the spreadsheet. Is this the cost for staff to travel (mileage) to and from home and community visits?	Yes, travel includes home visits as well as travel to any training sessions.
6.	Attachment A, page 25, Cost and Budget Year 1	Can you confirm all Site Development costs (ECM license, training, consultation, travel for trainers/consultants) is covered by DSS and NOT to be included in our budget?	NCDSS will contract separately with the Institute for Family Development (IFD), the model purveyor for HOMEBUILDERS®. The contract with IFD will include costs for ECM licenses, training, consultation, and travel for IFD trainers and consultants. Vendors

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			awarded a contract pursuant to this contract will be responsible for travel costs and staff time for agency staff attending training sessions. These costs should be included in an agency's budget.
7.	Attachment L, page 40, Regional Team Compositions	It looks like Regions 5 and 7 are together. Does this mean a vendor must apply for both regions or can we choose either 5 or 7?	Region 7 does not have a sufficient candidate population to support a HOMEBUILDERS Team. So, NCDSS combined it with Region 5 for service delivery. Vendors seeking to serve either Region 5 or Region 7, must apply for both Regions 5 and 7.
8.	Attachment L, page 40, Regional Team Compositions	We understand a vendor can apply to serve one or multiple regions. If a vendor submits a proposal for multiple regions, is it possible the state could choose to offer the vendor only one or some of those regions? Should we submit separate budgets for just one region vs multiple regions?	Yes. NC DHHS may choose to award none, some, or all regions included in a specific vendor's proposal.  Yes. Vendors should submit a separate budget for each region that is included in the proposal.
9.	4.5 (b), page 11	Is there a designated font type, size and margins for the 10 pages specified in the paragraph? Is there the same requirement for the remainder of the proposal?	Vendors should use Arial, Size 11 with 1-inch margins on the top, bottom, right and left for vendor responses.
10.	5.1.1, page 13	During the pre-proposal conference it was stated that we did not have to comply with the following; "Vendors must submit separate DSS Agreements of Support for county welfare agencies and letters of support for each region proposed." Can you please confirm and provide direction?	Vendors should not include DSS Agreements of Support in their proposal. They are <u>not</u> required. Instead, vendors should provide a total of three (3) references as stated in Section 4.6. References should be completed on Attachment E: Customer Reference Form and submitted with the proposal. Section 5.1.1 has been revised to reflect this change. See Attachment 2 to this addendum.
11.	Budget Template Year 1,2,3, Line 47	Should the "number of interventions" be as specified for your region in attachment A of the RFP. This number will impact the cost per family of service.	Yes, the number of interventions in the budget is equivalent to the number of families to be served in each region for the first six months, second six months, and second/third years of the contract as listed in Attachment A of the RFP.
12.	4.8 para 2, page 12	This paragraph implies that we must provide the names of key personnel in the proposal. Is providing names of key personnel required in the proposal? If so, which positions are considered key personnel?	Vendors are not required to include the names of key personnel in their proposal. Vendors should include position titles in the proposal. Upon contract award, Vendors awarded a contract must provide the names of key personnel to the NCDSS Contract Administrator and must obtain approval to substitute key personnel. This includes Executive

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			Director, Chief Financial Officer, Project Manager, and Program Supervisor positions.
13.	4.6, page 12	In the pre-conference it was implied we should not use DSS as a reference. Is this the case and does it apply to county level DSS agencies or just state level DSS agencies/ personnel? Local DSS is our prime customer/partner for most child placement and care programs.	Vendors may use County Child Welfare agencies/departments of social services as references. Vendors should not use the NC Division of Social Services (DSS) as a reference.
14.	Attachment M, Table, page 41	Under required participants is "practitioner" the same a "therapist?" If not, can you please define "practitioner"?	Yes, the term "practitioner" is used interchangeably with "therapist."
15.	4.2, Page 11	After the first 6 months will the vendor be required to provide invoices since we are being paid at a set rate per cost of intervention based on the calculation in the detailed spreadsheet?	Yes. Monthly invoices will still be required. After the 6 months start-up period agencies will begin the fee for services outlined in the NCDSS-approved budget. At this time, the Vendors will no longer submit an invoice with line-item expenses. Instead, Vendors will submit an invoice that lists the number of interventions (families served) multiplied by the contracted rate.
16.	4.2, Page 11	After the invoices are submitted on the 10 <sup>th</sup> , what is the anticipated amount of time before funds are deposited to vendors account? For planning and cash flow purposes, how long will we need to carry the cost before funds are received?	Payment terms are net not later than 30 days after receipt of a correct invoice or acceptance of goods, whichever is later. See paragraph 9) of Attachment C: NC General Contract Terms & Conditions.
17.	5.2.13, page 21	Will the vendor have to pay for the Exponent Case Management System (ECM) and if so what is the one-time or annual cost of that program?	NCDSS will pay for the cost of ECM in the contract with the Institute for Family Development.
18.	Section 4.2, Page 11	Currently, IFPS is paid with ½ at opening of the case and ½ at closing of the case when criteria is met. Will HOMEBUILDERS only be paid for completed cases? What is the criteria for determining a completed case? Is there any payment for families that close early?	Vendors will be paid for services provided upon case closure. If the vendor provides HOMEBUILDERS services to a family for at least seven days, they will be reimbursed for 50% of services. If the vendor serves the family for the entire 4-6 week, they will be reimbursed for 100% of services.
19.	Section 4.6, Page 12	If applying for more than one region, do we need to provide three references per region, or only three references in total?	Vendors should provide a total of three (3) references; not three (3) per region.

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20.	Section 4.8, Page 12	Is it possible to explain what is meant by this statement: "The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract?"	If Vendor personnel do not comply with the contract's requirements or delivery standards, the State reserves the right to terminate the services of an individual and require the awarded Vendor to provide substitute personnel. Typically, prior to terminating the services of a specific individual, the State will work with the awarded Vendor to remediate any unacceptable performance issues and bring individuals into compliance with the terms of the contract.
21.	Section 4.11/4.12, Pages 12-13	What documentation will the agency be required to keep regarding vaccination/testing status of employees? If the current state orders change, will this requirement change?	Documentation includes a valid vaccine card or proof of a weekly negative test.  Vendors are required to meet the COVID-19 vaccination/testing requirements contained in Attachment I. If/when the NC State of Emergency has been rescinded and/or Executive Order 224 is no longer in effect, NC DHHS will reconsider the requirements & determine whether an amendment for awarded HOMEBUILDER® contracts is needed.
22.	Section 5.1.1, Page 13	The RFP indicates in the last paragraph on page 13: Vendors must submit separate DSS Agreements of Support for county welfare agencies and letters of support for each region proposed. However, during the Pre-Proposal Conference a statement was made that we did not need to secure those agreements and letters of support. Please advise which is correct.	See answer to question number 10.
23.	Section 5.1.6, Page 15	For intervention at the crisis point, how is that defined – at time of crisis or at the time a case decision is made?	A referral to HOMEBUILDERS® indicates that the family is in crisis and at imminent risk of having their child(ren) placed in out-of-home services. The model requires therapists to see families within 24 hours of the referral. During the case, therapists must be available to families 24 hours a day, 7 days a week.
24.	Section 5.2.3, Page 17	Please clarify what constitutes an appropriate referral, imminent risk/crisis point. Will referrals originate from CPS or from in home services?	Referrals for HOMEBUILDERS® will come exclusively from County child welfare agencies.  Funded through the Family First Services Prevention Act (FFPSA) Children referred for HOMEBUILDERS® must meet the State's definition of candidates at imminent risk of removal from their homes for the service to qualify for Title IV-E Reimbursement. The County child

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			<p>welfare agency is responsible for determining candidacy and referring families with an open CPS assessment or in-home case.</p> <p>Referral guidelines and processes will be part of the HOMEBUILDERS® training. IFD will be reviewing referrals early in the process to ensure fidelity and client eligibility.</p>
	Section 5.2.13, Page 21	Will we be able to download data related to our HOMEBUILDERS clients via .csv or API?	Yes, supervisors will have a separate license for a report writing function that is integrated with ECM. However, Program Providers will not be able to download privacy sensitive data or protected health information. Only aggregate data reports can be downloaded outside of the ECM database on to Vendors equipment unless the Vendor meets the State's privacy security requirements for hosting State data.
26.	Section 4.6 REFERENCES, page 12	Do we need three references per each region we are applying for <u>OR</u> do we need only three references total for the whole application?	See answer to question number 19.
27.	Section 4.6 REFERENCES, page 12	Although we are not able to use NC DHHS as a reference for previously funded IFPS programs, are we able to use county DSS agencies as a reference for previously funded IFPS programs?	Yes. Vendors may use county DSS agencies as a reference for previously funded IFPS programs.
28.	Section 4.11 NC COVID-19 VACCINATION AND TESTING REQUIREMENT, page 12-13	If individuals with medical or religious exemptions are not tested weekly, would testing within 7 days of entering Cabinet Agencies or other participating State Agencies be considered in compliance with RFP requirements?	<p>Contractors are considered in compliance with this policy if their employees, interns, or volunteers entering a State government office, building, or facility have had a negative test within the previous seven (7) days and wear a mask. This policy applies to all individuals regardless of medical and religious exemptions.</p> <p>Vendors are required to meet the COVID-19 vaccination/testing requirements contained in Attachment I. If/when the NC State of Emergency has been rescinded and/or Executive Order 224 is no longer in effect, NC DHHS will reconsider the requirements &amp; determine whether an amendment for awarded HOMEBUILDER® contracts is needed.</p>



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29.	Section 4.12 FEDERAL COVID-19 VACCINATION REQUIREMENT, page 13	Have there been any addendums or updates to Executive Order 14042 in reference to vaccine requirements for all employees working on or in connection with a federal contract?	Vendors are required to meet the COVID-19 vaccination/testing requirements contained in Attachment I. If/when the NC State of Emergency has been rescinded and/or Executive Order 224 is no longer in effect, NC DHHS will reconsider the requirements & determine whether an amendment for awarded HOMEBUILDER® contracts is needed.
30.	Section 4.12 FEDERAL COVID-19 VACCINATION REQUIREMENT, page 13	Would masking and/or weekly testing for unvaccinated employees with medical or religious exemptions be considered in compliance with the RFP requirements?	<p>Contractors are considered in compliance with this policy if their employees, interns, or volunteers entering a State government office, building, or facility have had a negative test within the previous seven (7) days and wear a mask. This policy applies to all individuals regardless of medical and religious exemptions.</p> <p>Vendors are required to meet the COVID-19 vaccination/testing requirements contained in Attachment I. If/when the NC State of Emergency has been rescinded and/or Executive Order 224 is no longer in effect, NC DHHS will reconsider the requirements &amp; determine whether an amendment for awarded HOMEBUILDER® contracts is needed.</p>
31.	Section 4.12 FEDERAL COVID-19 VACCINATION REQUIREMENT, page 13	Is this executive order applicable to administrative staff and/or staff working fully remote (staff which would not be in direct contact with clients or entering Cabinet Agencies or other participating State Agencies)?	<p>The vaccination/testing requirements contained in Attachment I only apply to Contractor employees, interns, or volunteers working on-site within a State government office, building, or facility.</p> <p>Vendors are required to meet the COVID-19 vaccination/testing requirements contained in Attachment I. If/when the NC State of Emergency has been rescinded and/or Executive Order 224 is no longer in effect, NC DHHS will reconsider the requirements &amp; determine whether an amendment for awarded HOMEBUILDER® contracts is needed.</p>
32.	Section 5.1.1 PROBLEM STATEMENT, page 13	Is the “DSS Agreements of Support for county welfare agencies” equivalent to a MOU and is there a specific template or form recommended for these agreements?	See answer to question number 10.
33.	Section 5.1.1 PROBLEM STATEMENT, page 13	Is a DSS Agreement of Support required from ALL counties in the region/regions proposed or is there a minimum/maximum number required?	See answer to question number 10.

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34.	Section 5.1.1 PROBLEM STATEMENT, page 13	Is there a specified entity which the “letters of support for each region proposed” must come from (MCO, DSS agency, local government, etc.), <u>AND</u> is there a minimum/maximum number required?	See answer to question number 10.
35.	Section 5.5 INFORMATION TECHNOLOGY APPROVALS, page 21	Would current contractors with the state already have NCDIT approval or is this a new requirement that all applicants must request?	This requirement does not apply to HOMEBUILDERS® Program Providers. Vendors awarded a contract pursuant to this RFP would be provided credentials for secure access to the Institute for Family Development’s ECM database.
36.	Section 5.5 INFORMATION TECHNOLOGY APPROVALS, page 21	If requesting approval by NCDIT, is there a specified contact person and timeframe by which to make the request?	See answer to question number 35.
37.	Attachment M: Training Requirements, page 41	Regarding the initial HOMEBUILDERS training that takes place within 45-60 days of contract initiation, is this initial training expense for employees covered by NCDHHS or should the vendor include this expense in their proposed budget?	NCDSS will contract directly with IFD to provide required training to HOMEBUILDER contractor staff.  Vendors will be responsible for travel costs and staff time for agency staff attending trainings. These costs should be included in an agency’s budget.
38.	Attachment M: Training Requirements, page 41	What is the total cost per employee to complete the HOMEBUILDERS required training?	NCDSS will pay for the cost of required HOMEBUILDERS training.  Vendors will pay for travel and staffing costs for agency staff attending training.
39.	Page 10-11 4.1 Pricing	Will the IFD costs be covered by DHHS or by the vendor, and if DHHS is covering it, would that be for the duration of this initial contract or for a different period of time? Will this also include training costs, travel training costs for IFD staff, consultation fees, ECM/Conga license fees, etc.	NCDSS will contract with the IFD to pay for HOMEBUILDERS costs for ECM licenses, training, consultation, and travel for IFD trainers and consultants for the duration of the contract of up to three years.  Vendors will be responsible for travel costs and staff time for agency staff attending trainings. These costs should be included in an agency’s budget.
40.	Page 11 4.2 Invoicing and Payment	Can additional clarification be providing about the invoicing structure (i.e., the difference between invoicing for start-up costs versus invoicing per intervention, and the timelines any changes within that structure).	Vendors are expected to provide separate budgets for the start-up period in the first six months and the second six months. Reimbursement will be done on a line-item basis each month to cover the costs of staff time during start-up. After six months of start-up, it is expected that providers are fully staffed and trained. At this time, payment to providers will convert to a payment per family intervention.



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41.	<p>Page 13</p> <p>5.1.1 Problem Statement</p> <p>“Vendors must submit separate DSS Agreements of Support for county welfare agencies and letters of support for each region proposed.”</p>	<p>In the pre-proposal conference, it was mentioned that this requirement has been removed. Can it be removed from the RFP to reduce confusion?</p>	<p>See answer to question number 10.</p>
42.	<p>Page 15</p> <p>5.1.6 Homebuilders Key Program Elements</p>	<p>Seeking clarification regarding intensity (40-50 or 38-40), and Low Caseloads (maximum of 2, or is 3 permitted)?</p>	<p>The vendor will provide 38 - 40 hours of direct service for each family served.</p> <p>HOMEBUILDER Therapists will serve two (2) families at a time. A third case may be opened when the therapist expects to close one of the other cases within a few days.</p>
43.	<p>Page 18</p> <p>5.2.7 (f) Training and Quality Assurance</p> <p>“Vendor(s) must send their staff to train prior to implementation consistent with training offerings as outlined in ATTACHMENT M.”</p>	<p>In the pre-proposal conference, someone asked a question about covering travel/training costs for IFD. However, will the vendor be responsible for covering travel/training costs for their employees, or will this also be something that is reimbursable if traveling out of the area/region for training offerings?</p>	<p>In Year 1, NCDSS will contract directly with IFD to provide required training to HOMEBUILDER contractor staff.</p> <p>Vendors will be responsible for travel costs and staff time for agency staff attending training sessions. These costs should be included in their budget.</p> <p>Knowing that staff turnover will occur, NCDSS has included 22 additional in-state core training slots for new hires in the contract with IFD for each year in Years 2 and 3.</p> <p>Vendors may also access out-of-state training when HOMEBUILDERS employees are not able to attend in-state training sessions. In Years 2 and 3, NCDSS will contract annually for eight (8) core training slots and six (6) supervision slots available out-of-state.</p> <p>Once in-state and out-of-state slots have been used in Years 2 and 3, vendors will need to pay IFD for training costs for new hires.</p> <p>Regardless of whether vendor staff attend in-state or out-of-state HOMEBUILDER® training, the vendor is responsible for paying for employee travel and time.</p>

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44.	<p>Page 20</p> <p>5.2.11 Provision of Concrete Services (a) (1)</p> <p>“Providers may be reimbursed for flex funds per family through a direct cost reimbursement process. Dollars for flex funds are assumed to be \$500 on average per family.”</p>	<p>For the “flex funds” mentioned, should these costs be estimated into the “cost per family per intervention” or should we anticipate they are reimbursed, as mentioned in the RFP? There was some contradiction in what was mentioned in the pre-proposal conference.</p>	<p>Flex funds for concrete services are not included in the cost per family per intervention. Flex fund expenses will be billed and reimbursed on a separate line item on the NCDSS invoice.</p> <p>Providers are also encouraged to provide additional in-kind resources to support the safety and well-being of intact families.</p> <p>Additional information is available under the Provision of Concrete Services at: <a href="https://www.institutefamily.org/HOMEBUILDERS-Standards-4-1.pdf">HOMEBUILDERS-Standards-4-1.pdf (institutefamily.org)</a></p>
45.	5.2.4 Locations and Regional Coverage	<p>With Region 1 only having 1 team (5 therapists, 1 Supervisor, and 1 Program Manager), to cover the geographically large distance area, are they still required to meet the 1 hour distance requirement- "<i>Typically, most HOMEBUILDERS® cases should be assigned to therapists so that travel time to conduct home visits with families does not exceed sixty (60) minutes</i>", when the Supervisor or Program Manager need to cover for the therapist because of a staff vacancy or PTO coverage?</p>	<p>The HOMEBUILDERS® model prefers that travel time to a family's home is not more than one (1) hour to best respond to crisis situations. This also supports the ability to make multiple visits in one week. NCDSS realizes that the one (1) hour timeframe is not always possible. Providers should locate staff within the region that best supports the one (1) hour timeframe.</p> <p>For additional information, please refer to the Twenty-Four (24) Hour Availability standard at: <a href="https://www.institutefamily.org/HOMEBUILDERS-Standards-4-1.pdf">HOMEBUILDERS-Standards-4-1.pdf (institutefamily.org)</a></p>
46.	Attachment M Training Requirements	<p>After finishing the 4-day HOMEBUILDERS Core Curriculum training, the ECM training, and the Client Documentation Training Part 1, are the therapists permitted to begin opening their own regularly occurring interventions without the one-on-one shadowing of their supervisor?</p>	<p>No. All HOMEBUILDERS® therapists must shadow their supervisor on one (1) complete intervention with the supervisor assuming primary responsibility. Then, the supervisor will shadow the therapist on the equivalent of at least one (1) complete intervention with the therapist assuming primary responsibility. The supervisor and IFD consultant will assess the therapist's readiness to work with families independently. This decision may occur while the supervisor is still shadowing the therapist.</p> <p>For more information, please refer to the Ongoing Quality Enhancement standard: <a href="https://www.institutefamily.org/HOMEBUILDERS-Standards-4-1.pdf">HOMEBUILDERS-Standards-4-1.pdf (institutefamily.org)</a></p>
47.	Page 11, Vendor Experience	<p>If we are a current IFPS provider, may we describe the services we currently provide as one of our three vendor experience Project Summary descriptions?</p>	<p>Vendors may describe IFPS services in the Project Summary descriptions.</p>

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48.	Page 12, Vendor Representations	Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables. Are we allowed to include computers and cell phones as part of the proposed budget for services?	Yes. Vendors may include computers and cell phones in their proposed budget.
49.	Section 4.2. page 11, Invoicing and Payment	Can you please elaborate on the invoicing process and include a copy of the standard format that is referenced? Will vendors be paid on a fixed payment amount, cost reimbursement basis or some other methodology?	For the first six months, vendors will be reimbursed monthly on a prorated basis based on a final approved and negotiated budget.  In the second six months of Year 1 and subsequent years, vendors will be reimbursed on a per family / per intervention basis.
50.	Section 4.4, page 11	How is the 10% HUB participation weighted with regard to overall proposal scoring?	Attachment D: HUB Supplemental Information is used to identify NC-certified HUB vendors' participation in solicitations. Currently, NC HUB certification is not an evaluation factor and NC does not have a set-aside for NC certified HUB vendors.
51.	Section 5.2.11. page 20, Concrete Services	Section a) 1) states that providers may be reimbursed for flex funds per family through a direct cost reimbursement process. Dollars for flex funds are assumed to be \$500 on average per family. Should we include the flex funds in our budget based on this average?	Although the flex funds are not calculated as part of the intervention per family cost, NCDSS will reimburse flex funds for an average \$500.00 per family. Flex funds should be listed as a separate line item under "Other Direct Costs" in the budget template.
52.	Section 5.2.13 page 21, HOMEBUILDERS Data Management System	Vendors will be required to use ECM system. Are there any costs to using this system? Is it a cloud-based system? Are there any particular system requirements that are necessary in order to access and operate the system?	There is no cost to vendors in utilizing the ECM system, which is a cloud-based system using the Salesforce platform. All licenses for provider staff will be paid by NCDSS. Staff will receive training on ECM. Providers are responsible for the hardware, software, and access to the internet.
53.	Attachment A: page 25, Pricing and Cost Table	On the budget spreadsheet, the direct staffing section asks for the "Wage or Salary Rate (Annualized)". Should this include benefits? The form does not list benefits anywhere. Under Indirect Costs there are sections for support staffing and other direct costs. If an organization has a federally approved	Fringe benefits should be listed separate from salary on the budget template. Vendors may include additional direct and indirect costs on the budget form as applicable. Indirect costs must be itemized per the template.

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		indirect cost rate can that be used rather than itemizing the indirect costs? A copy of the federally approved federal indirect cost rate would be provided justifying the rate. Is there a maximum indirect rate percentage?	
54.	Attachment A: page 25, Pricing and Cost Table	Do we submit the excel spreadsheet? Can we add tabs to the Excel spreadsheet to include the Cost tables or should we create a separate Excel workbook for the Cost tables?	<p>Yes. Vendors must submit the Excel budget (cost basis) spreadsheet to accompany and support their cost proposal.</p> <p>Vendors may add or delete individual line items to the spreadsheet, but they cannot add tabs to the budget spreadsheet or create separate workbooks.</p> <p>Vendors may request the Excel spreadsheet by sending an e-mail to Ken Dahlin at <a href="mailto:Ken.Dahlin@dhhs.nc.gov">Ken.Dahlin@dhhs.nc.gov</a> or <a href="mailto:ProcurementQuestions@dhhs.nc.gov">ProcurementQuestions@dhhs.nc.gov</a>.</p>
55.	Attachment M page 41, Training Requirements:	This outlines the training in year one. Will the training be delivered in each Region by IFD? If not in each region, where would the training be delivered so we can estimate travel costs. Are there any anticipated refresher trainings or other trainings (other than new staff training) required in years 2 and 3? Since trainings are delivered by IFD is there no cost (other than travel) that vendors are required to plan for? Are the workshops for Motivational Interviewing, CBT, etc. all virtual? Are there any required out of state trainings? If so, please outline so we can estimate travel costs.	<p>Training will not be delivered in each Social Service Region. It is best practice that training is delivered in person. So, providers should budget for travel to a central site in the State. If on-site training is not possible due to the COVID-19 Pandemic, this training may be provided online.</p> <p>All required trainings are listed in Attachment M. There are no specific refresher trainings. Whenever possible, trainings will be delivered in person in NC. If not possible, trainings will be delivered online.</p> <p>In addition to in-state core trainings available in Years 2 and 3 for new staff, NCDSS will offer limited training slots out-of-state. IFD has Homebuilder sites in surrounding states that NC staff can attend. The trainings are provided and scheduled on an ongoing, as needed basis.</p>
56.	General	Are we required to budget for the cost of purchasing and implementing the HOMEBUILDERS intervention, or is DSS covering this expense?	NCDSS will contract separately with IFD to use the HOMEBUILDERS® model. This contract will include costs for ECM licenses, training, consultation, and travel for IFD trainers and consultants.
57.	General	Is a Word version of the RFP available?	Yes. Vendors may request a Word version of the RFP by sending an e-mail to Ken Dahlin at

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			<a href="mailto:Ken.Dahlin@dhhs.nc.gov">Ken.Dahlin@dhhs.nc.gov</a> or <a href="mailto:ProcurementQuestions@dhhs.nc.gov">ProcurementQuestions@dhhs.nc.gov</a> .
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**End of Attachment 1**

**Attachment 2 – Revisions to RFP**

1. **Section 5.1.1, Paragraph 4.** The sentence “Vendors must submit separate DSS Agreements of Support for county welfare agencies and letters of support for each region proposed.” is deleted.
2. **Section 5.1.6, Bullet 4. Intensity.** The sentence “Each family receives an average of 40-50 hours of direct service.” *is deleted and replaced with* “Each family receives an average of 38-40 hours of direct service.”
3. **Section 5.1.6, Bullet 5, Low caseloads.** The sentence “Therapists carry only two (2) to three (3) cases at a time enabling them to be accessible and provide intensive services.” *is deleted and replaced with* “Therapists carry only two (2) cases at a time enabling them to be accessible and provide intensive services. A third case may be opened when the therapist expects to close one of the other cases within a few days.”
4. **Section 5.2.5 a) 1) Program Manager:** Item a. “A graduate or bachelor's degree in social work, psychology, counseling, or a closely related human services.” *is deleted and replaced with* “A graduate or bachelor's degree in social work, psychology, counseling, or a closely related human services. IFD requires a graduate degree unless they grant a waiver.”
5. **Section 5.2.5 a):** The following item *is added:* 4) Clerical Support. a. Programs should provide clerical staff to support supervisors and therapists in areas such as data management, file management, and billing activities.
6. **Section 5.2.8 a) Assessments:** Item 2): “Vendor(s) shall utilize the North Carolina Family Assessment Scale (NCFAS) and North Carolina Family Assessment Scale for Reunification (NCFAS-R) to identify family strengths and needs to inform the assessment and the development of intervention goals and a written service plan.” *is deleted and replaced with* “**HOMEBUILDER®** Program Providers shall not use the North Carolina Family Assessment Scale for Reunification (NCFAS-R). NC’s Family First program is designed to prevent children from being placed outside of their home and does not cover reunification services.”
7. **Section 5.2.8 b) Service Plans:** Item 1): “Vendor(s) shall develop a Service Plan, in collaboration with the family, the local child welfare agency and others, within one (1) week of the start of service. The Service Plan shall include behaviorally specific intervention goals that focus on the issues contributing to the danger of placement or barriers to successful reunification and promote skill development and behavior change. The Service Plan shall be updated when needed to reflect changes in family circumstances/functioning and incorporate safety planning.” *is deleted and replaced with* “Vendor(s) shall develop a Service Plan, in collaboration with the family, the local child welfare agency and others, within one (1) week of the start of service. The Service Plan might include behaviorally specific intervention goals that focus on the issues contributing to the danger of placement or barriers to successful reunification and promote skill development and behavior change. The Service Plan shall be updated when needed to reflect changes in family circumstances/functioning and incorporate safety planning.”
8. **Section 5.2.8 b) Service Plans:** Item 3): “The Service Plan shall address safety measures put into place and shall include:” *is deleted and replaced with* “The Service Plan shall address safety measures put into place and might include:”
9. **Section 5.2.8 b) Service Plans:** Item 3) o. Contacting the most involved parent in each family served and administer a follow-up evaluation at six (6) and twelve (12) months after termination. If a home visit is not possible, a telephone contact shall be attempted. Five telephone attempts to contact shall be made and documented. This evaluation shall determine the status of the family and whether placement



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of a child has occurred.” *is deleted*. NCDSS and IFD will collect information on the follow-up status of families.

10. **ATTACHMENT A: PRICING AND COST TABLE:** The *budget (cost basis) spreadsheet* referenced in the first paragraph *has been revised*. Vendors may request an updated copy of the budget (cost basis) spreadsheet by sending an e-mail to Ken Dahlin at [ProcurementQuestions@dhhs.nc.gov](mailto:ProcurementQuestions@dhhs.nc.gov) or [Ken.Dahlin@dhhs.nc.gov](mailto:Ken.Dahlin@dhhs.nc.gov).
11. **ATTACHMENT M: TRAINING REQUIREMENTS:** The term “Practitioner” *is deleted and replaced with* “Therapist” to be consistent with the rest of the RFP. The terms “Practitioner: and “Therapist” are interchangeable.

End of Attachment 2

**Attachment 3 – Revisions to Vendor’s Proposal**

1. If applicable, insert revised proposal language below or attach separate document with revised language. Cite section number and page number of revised proposal language.

**End of Attachment 3**