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July 15, 2011

**HCJFS REQUEST FOR PROPOSAL  
VISITATION SERVICES RFP#SC0111-R**

**ADDENDUM 3**

Questions Received During the RFP Conference

- Q1.** Does Attachment G, Release of Personnel Records, have to be submitted for the proposal? Or is it submitted after the contracts have been awarded and staff have been hired?

**A:** Attachment G does not need to be submitted with the proposal. If you are awarded the contract, then all employees will need to complete and the form will be maintained in their personnel file.

- Q2.** We may project visitation locations and sites in our narrative that we would obtain if awarded the contract. If we describe minimum space requirements and geographic areas we would obtain, is that acceptable?

**A:** Yes.

- Q3.** Regarding staff qualifications and experience, if awarded the contract, do references need to be from entities we provide visitation services to? Or can they be general professional references regarding child welfare and other social services?

**A:** For key clinical and business personnel (please reference Section 2.5 for a listing of personnel) who will be working with the program, general professional references regarding child welfare and other social services may be used.



- Q4.** Does single-sided need to be the original?
- A:** No. The original may be single or double-sided. We are asking for one of the 8 copies to be single-sided.
- Q5.** Will the people monitoring visits ever be expected to transport children or families?
- A:** Transportation requirements lie with the network or placement location. Visitation monitors will not be required to transport.
- Q6.** What is the earliest we can send in proposal?
- A:** Proposals may be submitted anytime before August, 4, 2011, no later than 11:00 a.m.
- Q7.** If you have your county already on certificate, do you have to add again for this RFP specifically?
- A:** Each provider must complete the provider certification process for each program or service provided. If your county has already completed HCJFS' provider certification for Visitation services, then another one will not need to be completed.
- Q8.** Please explain the no-show visit and no compensation.
- A:** If a visit does not occur, there is no compensation. No-show visits are not billable to JFS. A sibling visit is not considered a no-show (see Q22 for further detail of sibling visit).
- Q9.** Regarding kitchen, must the visitation site have a licensed kitchen?
- A:** Since meals will not be purchased, there is no licensing requirement through the Dept. of Health.
- Q10.** Do you anticipate additional funding for new expenses – space/lease, security, equipment, etc.
- A:** No, we do not anticipate additional funding for this service.
- Q11.** Will HCJFS consider allowing the use/lease/purchase of current equipment and activities (cubicles, toys, furnishings) currently at 6:30 Main Street?
- A:** Any equipment/ supplies or furnishing at 630 Main will be returned to HCJFS inventory. The county may choose to auction inventory that is no longer needed.
- Q12.** Will you allow a period of transition using current location until new location is secured and furnished?
- A:** **Answer forthcoming.**



**Q13.** Do you require resumes for every position or only supervisor positions?

**A:** Resumes are required for key clinical and business personnel (please reference Section 2.5 for a listing of personnel) who will be working with the program, including social workers and case workers. This requirement is not limited to supervisors only.

**Q14.** The assumption is that provider can reject or hold referrals if funded capacity is reached?

**A:** This is not ideal or preferred.

**Q15.** Are supervised, monitored and monitored in-home considered separate programs/columns in the budget?

**A:** Yes, they can be listed separately as they can all have separate rates.

**Q16.** Will it be acceptable for the provider to submit a proposal with multiple unit rates based upon service type:

- Supervised visit at provider location;
- Monitored visit at provider location; and
- Monitored visit in home or community.

**A:** Yes.

**Q17.** Will it be acceptable for the provider to propose a mechanism for additional compensation for visits held in Butler, Clermont and Warren Counties?

**A:** Yes.

**Q18.** If a new provider is selected, would active cases be transferred to the new provider immediately? Or would the new provider just take on new cases while the previous provider closes out their active cases?

**A:** A mutually agreed-upon transition plan will be developed.

**Q19.** Does the staff person who monitors the visits have to appear in court? Or can an agency representative appear on their behalf?

**A:** This is not how this is typically done.

**Q20.** What is the dollar amount for the award for visitation services?

**A:** Approximately \$1.2 million.

**Q21.** Will monthly notes be required for each family involved in services? Will notes be required following each visit?

**A:** It is our desire notes will be completed following each visit. You will also be required to maintain monthly notes.



**Q22.** Regarding no-show, no pay: who is responsible for sibling/siblings when there is a no-show? Will the individual bringing youth to site be responsible for waiting at the visit with youth?

**A:** Yes. When siblings are in separate placements, a sibling visit can still occur if visiting adult(s) no show. Transporters should stay with children until visiting adult(s) arrive for a visit or until 15 minutes after the start of the visit if the visitors are no-shows. Fifteen minutes after the scheduled start time, the visit should be cancelled if the visiting adults have not arrived, and transporters should return the children. Providers should be equipped to deal with contingencies, such as transportation arriving late to pick up children at the end of visits. Children should not be left alone.

**Q23.** How many providers do you expect to award contracts to?

**A:** There is no certain number of contracts to be awarded. Our goal is to fill capacity to meet the needs of families.

**Q24.** Are the following elements mandatory or preferred?

- Family meal preparation amenities;
- Outdoor play area; and
- Security personnel with metal detectors.

**A:** Yes, all elements are mandatory or preferred.

**Q25.** Can a provider propose to submit only a single service type, i.e. monitored visit in home or community?

**A:** Yes.

**Q26.** Can a provider propose to focus service delivery on a specific geographic segment of Hamilton County to cater to a family's convenience?

**A:** Yes. However, limiting scope and capacity may impact provider selection.

**Q27.** Does the population data of an average of 833 visits per month include the 35% no-shows for scheduled visits? Or are the no-shows in addition to the 833?

**A:** The number listed includes no-shows. Revised numbers show an average of 847 visits scheduled per month. Remember, as referenced in section 1.2.1 of the RFP, overall need should be slightly higher, as visitation is tied to the number of children in out of home care.

