

RHAS CONFERENCE QUESTIONS

1. 4.10 (Page 5). Proposer must have been in “Good Standing” with the County DCFS, the County of Los Angeles Probation Department (Probation), and CDSS Community Care Licensing Division (CCLD) for the past twenty-four months. - If a provider has no engagement or license with CDSS Community Care Licensing Division, are they still eligible?
A. Proposers with no engagement or licensing with CCLD may still submit a proposal.
2. 4.5 (Page 5) Proposer must have four years of experience in the last seven years conducting home safety assessments. - Can you please elaborate or explain what kind of home safety assessments are required to demonstrate experience?
A. The assessments will be completed to ensure the home environment meets CDSS’ Resource Family Approval (RFA) standards. Please refer to the RFA Written Directive Version 8, Welfare and Institutions Code, Section 16519.5(f)(10(A).
3. Is the HESR a County document or is the agency expected to create one?
A. The HESR is a County document and is included in the RFP. See Exhibit A-14.
4. Question regarding training and parent trainings SOW pg. 18 11.4 - 11.7 How many trainers must be at each training? Must the Parent trainer be at every training? Must the Master Trainer be at every training? Can our master trainer train the trainers, or must they attend the county training session?
A. The requirement is to have a Master Trainer, RFA Trainer and a Parent Trainer. The number of trainers for each training will be determined by the contractor. How the parent trainer is used will also be determined by the contractor. The parent trainer may train on particular modules, topics, the entire series, etc. The Master Trainer is not required to be at the training sessions. The Master Trainer can train the contractors staff after they are certified by DCFS.
5. Will these home studies be conducted in the SAFE format? Is that a requirement?
A. Home study completion is not a component of the RHAS contract.
6. If our math is correct, there is a range of rate reimbursement per referral depending on the SPA. For example, if our math is correct, the rate per referral in SPA 4 is \$780 and the rate for reimbursement in SPA 8 is over \$2,900. Why is there such a vast range in rate depending on the SPA?
A. There is no rate reimbursement per referral. The contractors are reimbursed for the expenses they incur providing the RHAS services, not to exceed the contract allocation.
7. Does an organization have to be a nonprofit?

- A. Yes, all organizations submitting proposals in response to this RFP must be nonprofit organizations.
8. Section 3.2.3- What is the flow of referrals? If the total for the year (for example is 444 (spa 1) how many per week or month will be given - so that we can plan a staffing pattern
- A. We cannot determine or guarantee the number of referrals that will be provided to each contractor. The number of referrals will be based on the number relatives/NREFMS that are required to complete the RFA process.
9. 3.2.3- Are referrals guaranteed at a certain number? If not, will costs related to expected staffing to contract value be honored?
- A. No, there will be no payments issued to the contractors to maintain staff if no or a low number of referrals is made.
10. Can we use interpreters instead of hiring Mandarin speaking trainers?
- A. No, interpreters cannot be used. Services for Mandarin speaking applicants must be provided by employees of the API contractor.
11. As a Foster Family Agency, will we be completing the assessment of the home of the relative to become RFA? If so, does that relative join the foster family agency as a RFH or do they go directly to the county after our assessments are completed?
- A. No. The contractors will not complete the psychosocial assessments. DCFS will complete the RFA approval process and the approved RFH homes will remain with the County.
12. Can you clarify the role of Probation? Will we just be receiving referrals from them?
- A. Relatives and NREFMs of Probation dependents will also complete the RFA process. The majority of the referrals are generated from DCFS; however, referrals are also received from the Probation Department.
13. Who are the current providers per SPA?
- A. SPA 1 - Antelope Valley Partners for Health
SPA 2 – El Centro de Amistad, Penny Lane Centers, and Aviva Family and Children's Services
SPA 3 – Victor Treatment Center
SPA 4 – Aviva Family and Children's Services
SPA 5 – Guardians of Love
SPA 6 – Guardians of Love and Dangerfield Institute of Urban Problems
SPA 7 – Penny Lane Centers
SPA 8 – ChildNet Youth and Family Services
14. Page 8 of the RFP, number 6.6, Can you clarify if we provide CPR to families or could we refer families to a community resource?

- A. Yes, the CPR/First Aid must be provided by the contractor or another certified agency. The contractor will be responsible for the payment of services.
15. Page 8 of the RFP, number 6.6, For CPR what are the parameters for virtual CPR?
- A. Virtual CPR certification is not allowed. CPR certification must be provided in person.
16. The last trainings section question didn't get answered. Can we train our trainers, or must they continue to attend county trainings?
- A. Yes, the Master Trainer can train the contractors staff after they have been certified by DCFS.
17. If we don't have the contract currently, how long will we have to locate and hire a Parent Trainer if we are awarded the contract?
- A. The Parent Trainers must be hired prior to the contract start date or shortly thereafter. The training services must begin within 30 days of the contract start date. Please refer to the Statement of Work Section 13.3.3.
18. Page 16 in the RFP, number 11.0, Will we be required to provide all the training hours or can we provide some through foster parent college or through the community colleges kinship programs?
- A. No, the training must be provided by the contractor or a subcontractor. The trainings cannot be provided through Foster Parent College or the Community College Kinship programs.
19. Is there a startup /implementation time frame if new agency awarded. i.e. for hiring and onboarding?
- A. Contractors must have sufficient staff to accept referrals and complete the In-Home Orientation and Home Environment Assessment at the commencement of the contract.
20. Will documentation and information already be translated into threshold languages for us to provide?
- A. Some forms are already translated into other languages by CDSS and are available on their website. DCFS only has forms available in English/Spanish.
21. Page 10 of the RFP, number 7.8, In the situation we cannot get in contact with families for annual training, what is the expectation and process?
- A. Contractor will contact the Program Manager or Designee for instructions.
22. If we are not nonprofit, are we able to convert to nonprofit after we are awarded?
- A. No, you are required to be a nonprofit to submit a proposal for this solicitation.
23. The County has listed some SPA's with 2 contracts. Is the County preferring to award two providers to those SPA's?

- A. Section 3.2.3 of the RFP states the County will award a **maximum** of two contracts except in SPAs 4 and 5.
24. Page 32 of the RFP, number 13.9, How are changes to families communicated to us after approval, for example family relocation.
- A. Changes are communicated through the RFA tracking system and through documentation provided by social workers.
25. Section 4.0, Paragraph 4.2, p. 5 If our agency already has an established administrative office for our foster care and adoptions division located in Service Planning Area (SPA 3), will this meet the requirement in Paragraph 4.2, or must the administrative office also be a licensed Foster Family Agency (FFA) office?
- A. If you already have an office in the SPA for which you are submitting a proposal in response to the RFP, you do not need to establish another office exclusively for this program. The office you have can be used to provide services for this program.
26. Section 3.0, Paragraph 3.2.3, pp. 3-4 Is the total estimated number of RHAS client referrals per Service Planning Area (SPA) reflective of the overall SPA-wide estimate, or the estimate per awarded contract in each SPA? For example, SPA 3 has 759 estimated referrals. If our agency were to be awarded one award for SPA 3, should we expect to serve all 759 referrals, or will this number be divided between both contracts (380 clients per contract).
- A. The referrals will be divided amongst the contractors awarded per SPA.
27. Section 8.5, Paragraph 8.5.13, p.21 Regarding the restriction on references in Paragraph 8.5.1.3, can you please clarify what is meant by "References must not include LA County personnel?" If our agency holds other FFA contracts within Los Angeles County, are we permitted to list an associated reference?
- A. The County encourages you to provide references that can attest to your experience in providing the services stipulated in this RFP. References shall not include any employee of the County of Los Angeles Department of Children and Family Services.
28. Page 32 of the RFP, number 13.9, If the family relocates within the SPA and are needing an assessment would we get reimbursed as if they were a new family?
- A. No, this would not be treated as a new referral. The contractors will only be reimbursed for services provided after the applicant relocates to the new address.
29. Statement of Work Section 2.0, Paragraph 2.2, pp.2-3 Does the county approve the relative or non-related extended family member caregiver once the documentation and assessments are completed by the agency?
- A. Yes, the County will complete the RFA approval.
30. Can the contractor provide the live scan?

- A. No, the County provides live scan services. The live scan results must be returned to the County.
31. Are hybrid CPR allowed? practical in person
- A. No, CPR and First Aid training must be provided in person.
32. Is the API contract separate than the other contracts or does every contract or SPA need to reference API in the REP?
- A. The API contract will provide RHAS services exclusively to the API population. All proposals must address all aspects of the RFP, except those exclusively noted that are only applicable for those submitting for the API contract.
33. Will the contractor be required to pay office rent when providing these services at DCFS?
- A. Services will not be provided at DCFS offices. All services will be provided in the applicant's home with the exception of in-person training, which may occur at another designated location, such as the contractor's office or a community site.
34. Can the RFA trainer be the same person as the Master trainer. Can the project director be the same person as paraprofessional supervisor?
- A. The Master Trainer and the RFA Trainer cannot be the same person. The Project Director cannot be the same person as the Paraprofessional Supervisor.
35. Does the contractor have access to the RFA tracking system and family B portal?
- A. Agencies awarded the contract will be given access to the RFA Tracking System. The family B portal is not a component of the RHAS contract.
36. Are there any additional costs associated with training?
- A. Additional training costs may include but may not be limited to food or snacks for the participants and children, supervision for the children during training sessions, and activities for the children. These costs must be accounted for within the contractor's overall budget.
37. Can the director provide the RFA training and be a master trainer if they are a certified RFA trainer?
- A. No, the Project Director cannot serve as the Master Trainer and RFA Trainer.
38. Will we just be doing environmental assessment?
- A. Refer to Section 13 of the Statement of Work for the required services. No, the contractor's responsibilities are not limited to environmental assessments. As outlined in Section 13 of the Statement of Work, contractors must provide a range of services including, but not limited to:
- Conducting environmental assessments to ensure the home meets Resource Family Approval (RFA) standards,
 - Supporting families in correcting home-related deficiencies,

- Coordinating and delivering pre-approval and annual trainings,
- Assisting with the collection and submission of required documentation,
- Providing referrals to support services as needed, and
- Helping families maintain or achieve RFA compliance.
- The environmental assessment is one of several important responsibilities under the RHAS contract.

39. Is the RFA Tracking System you are using Binti?

A. Yes, we are using Binti.

40. If we are awarded the contract, will we be required to purchase Binti?

A. No, agencies awarded the contract will be given access to the RFA Tracking System.

41. Page 5, section 3.16 of the Statement of Work (SOW) defines the Relative Caregiver Emergency Fund (RCEF) as the “budget from which Contractors are allocated a portion for purchase of items and services to enable Applicants to become RFA Program compliant or to enable Relative Caregivers to continue as a child placement.” Is the Relative Caregiver Emergency Fund (RCEF) included in the overall funding allocations, or will it be an additional expense reimbursed by DCFS?

A. No, the RCEF is a separate funding stream used to reimburse contractors for these purchases.

42. Is contractor responsible for “correcting” deficiencies so does this mean the contractor pays for the correction of deficiencies I.e., fire extinguishers, 1stAid kits, carbon monoxide detector, pool fence, etc.

A. Contractor will have access to use the RCEF to be reimbursed for these types of expenses.

43. To clarify earlier question regarding training: are the training costs separate from the allocated budget, or an extra expense reimbursed by DCFS? Will we, the Contractor, be providing trainings, or will DCFS provide the trainings?

A. No, the training classes are included in the contract amount. The training will be provided by the contractor.

44. Can the CPR training be completed at the contractor’s office? Will the awarded contractor office be the home base for the staff providing the services?

A. Yes, CPR and First-Aid training can be provided in the contractor’s office. The contractor’s office or another office location in the awarded SPA will serve as the home base for the services.

45. Do we provide trainings after the first year of approval? Do we provide trainings after the first year of approval? Trainings required in the 2nd year?

- A. Contractors will only provide the Pre-Approval (Modules 1-4) Training and the 1st Annual Training (Modules 5 and 6). However, training must be provided to an applicant being added to an approved case or a case that is returning from inactive status.
46. Please clarify if we need to include in our budget items to purchase for family to assist them to be in compliance for RFA approval- beds etc.
- A. Contractor will have access to use the RCEF to be reimbursed for these types of expenses.
47. Page 5, section 3.15 of the Statement of Work (SOW) defines Para-Professional Staff (PPS) as “Contractor staff primarily responsible for the daily interaction with and providing services to the target population identified in the RHAS Contract.” However, there is no specified number of para-professional staff members recommended or required to carry out this contract. Can DCFS provide a range of the number of para-professional staff recommended to carry out this contract?
- A. Contractors are expected to maintain adequate staffing levels to meet the needs of their assigned SPA(s) and ensure timely service delivery in accordance with the Statement of Work. The caseloads for the current RHAS paraprofessional staff range from 8 to 27 depending on the SPA.
48. If the improvements to the home exceed \$2,500 will there be a process for approval for reimbursement for the additional amount?
- A. Any home improvement or compliance-related expense that exceeds \$2,500 requires prior approval from the County Program Manager. Contractors must submit a request for authorization before incurring the cost, in accordance with the procedures outlined in the Statement of Work.
49. Page 8 of the RFP, number 6.5, Will translation services be accounted for in the general contract cost or the \$2500 cost per family?
- A. Yes, translation services will be reimbursed with the RCEF funds except for the API contractor. The API contractor is required to provide language services as indicated in the RFP.
50. Is transportation for families need to be included in budget?
- A. Yes, transportation costs need to be included the budget.
51. 8.5.2.8- sorry, last clarification, the arrangement and purchase of furnishing is not in budget.
- A. Contractor will have access to use the RCEF to be reimbursed for these types of expenses.
52. Section 3.0 (p 7-8) 3.2.3 Contract Awards show two contracts will be awarded for the larger SPA's. Is the County preferring to have two different contractors in the larger SPA's?
- A. Section 3.2.3 of the RFP states the County will award a **maximum** of two contracts except in SPAs 4 and 5.

53. Page 5, section 3.16 of the Statement of Work (SOW) defines the Relative Caregiver Emergency Fund (RCEF) as the *“budget from which Contractors are allocated a portion for purchase of items and services to enable Applicants to become RFA Program compliant or to enable Relative Caregivers to continue as a child placement.”*

- **Is the Relative Caregiver Emergency Fund (RCEF) included in the overall funding allocations, or will it be an additional expense reimbursed by DCFS?**

A. Contractor will have access to use the RCEF to be reimbursed for these types of expenses.

54. Page 5, section 3.15 of the Statement of Work (SOW) defines Para-Professional Staff (PPS) as *“Contractor staff primarily responsible for the daily interaction with and providing services to the target population identified in the RHAS Contract.”* However, there is no specified number of para-professional staff members recommended or required to carry out this contract.

- a. **Can DCFS provide a range of the number of para-professional staff recommended to carry out this contract?**

A. Contractors are expected to maintain adequate staffing levels to meet the needs of their assigned SPA(s) and ensure timely service delivery in accordance with the Statement of Work. The caseloads for the current RHAS paraprofessional staff range from 8 to 27 depending on the SPA.

55. Is there a start-up/transition period for hiring and onboarding?

A. Contractors must have sufficient staff to accept referrals and complete the In-Home Orientation and Home Environment Assessment at the commencement of the contract.

56. Page 23 8.5.2.8- Is there an avg cost per family for items/services needed to ensure RFA approval.

A. No, the amount required is case specific.

57. Page 23. 8.5.2.7- Do we need to develop Home Environment Standard Form or are we able to use State form?

A. The Home Environment Standard Form is a County document and is included in the RFP. See Exhibit A-14.

58. Is there a cost associated with using BINTI database?

A. Agencies awarded the contract will be given access to the BINTI database without any associated cost.

59. Pg 23 8.5.2.13 Can the trainings identified in this section be offered virtually, if preferred by family?

A. Refer to Section 13.5, RFA Program Annual Training Services, of the Statement of Work.

60. Section 8.5.2.8. Is there a cap or a limit to the amount that the agency can spend for items/services needed to assist families with household repairs or needs to proceed with home inspection/approval.
- A. Any home improvement or compliance-related expense that exceeds \$2,500 requires prior approval from the County Program Manager. Contractors must submit a request for authorization before incurring the cost, in accordance with the procedures outlined in the Statement of Work.
61. Section 8.5.2.13 are there specific requirements or guidelines regarding a “separate place” for childcare during on-site training?
- A. No, an example would be a safe and age-appropriate outdoor space at the training location.
62. Section 2.3 statement of work- Petty cash- can the supervisor be assigned as the “petty cash fund custodian”?
- A. The Petty Cash custodian is determined by the contractor and must abide by the standards set forth in the Auditor Controller's handbook.
63. Pg. 14 10.2 and page 16. 11.3 How long is the County (Trainers for Trainers) training for the supervisors?
- A. The training for the trainers is three (3) days and mirrors the training provided to the RFA applicants and caregivers.
64. Are agency's able to use contractors for service delivery or is there a requirement to have the services done by agency employees?
- A. The services must be provided by the contractors staff. The only services that may be contracted is the training.
65. If our agency already has an established administrative office for our foster care and adoptions division located in Service Planning Area (SPA 3), will this meet the requirement in Paragraph 4.2, or must the administrative office also be a licensed Foster Family Agency (FFA) office?
- A. If you already have an office in the SPA for which you are submitting a proposal in response to the RFP, you do not need to establish another office exclusively for this program. The office you have can be used to provide services for this program.
66. Is the total estimated number of RHAS client referrals per Service Planning Area (SPA) reflective of the overall SPA-wide estimate, or the estimate per awarded contract in each SPA? For example, SPA 3 has 759 estimated referrals. If our agency were to be awarded one award for SPA 3, should we expect to serve all 759 referrals, or will this number be divided between both contracts (380 clients per contract).
- A. The referrals will be divided amongst the contractors awarded per SPA.

67. Regarding the restriction on references in Paragraph 8.5.1.3, can you please clarify what is meant by “References must not include LA County personnel?” If our agency holds other FFA contracts within Los Angeles County, are we permitted to list an associated reference?

A. The County encourages you to provide references that can attest to your experience in providing the services stipulated in this RFP. References shall not include any employee of the County of Los Angeles Department of Children and Family Services.

68. Does the county approve the relative or non-related extended family member caregiver once the documentation and assessments are completed by the agency?

A. The contractors will not complete the psychosocial assessments. DCFS will be complete the RFA approval process and the approved RFH homes will remain with the County.

69. Section 2.3 - is this a cost-reimbursement contract?

A. Contractors are reimbursed for the expenses they incur up to the maximum contract allocation.

70. RFP section 3.0 purpose- 3.2 contract: County terms and conditions- 3.2.2 Contract sum, page 3 (PDF pg. 7/444): This section reads that this is a firm-fixed-price contract. Please clarify. Is this a cost reimbursement contract? If not, what are the reimbursement terms?

A. Contractors are reimbursed for the expenses they incur up to the maximum contract allocation.

71. Must we hire staff as stated in 4.13?

A. Yes, all staff positions listed in the Statement of Work are required.

72. Please confirm that since this is not a fee for service contract, we are reimbursed for staffing and operating expenses regardless of referral numbers.

A. Contractors are reimbursed for the expenses they incur up to the maximum contract allocation.

73. Seeking clarification on the Minimum Mandatory Requirement outlined in Section 4.5 of RFP #24-0015, which states: **“Proposer must have four years of experience in the last seven years conducting home safety assessments.”**

Does this requirement refer specifically to experience under a prior Relative Home Assessment Services (RHAS) contract, or can similar work performed under other contracts—such as Family Preservation or Resource Support Services (RSS)—also be considered? For example, under our Family Preservation programs, our agency has consistently conducted in-home safety assessments utilizing the Family Assessment Form (FAF) that included identifying safety hazards, recommending corrective actions, and, in some cases, providing education to families about home safety and compliance standards. Although these services were not delivered under an RHAS contract, they align closely in scope and purpose.

We would appreciate confirmation on whether this type of experience satisfies the stated requirement.

- A. The requirement does not specifically refer to experience under the current RHAS contract. Refer to CDSS' RFA Written Directives, Version 8 and the RFP Sections 4.3 – 4.5.

74. Required Form - Exhibit 15 Service Planning Area Preference Form Section B refers to Relative Support Services. Will an updated form be made available?

- A. Appendix B (Required Forms) has 16 forms. Please refer to Addendum 2 for revised **Section 8.4.2, 4) Required Forms.**

75. Will we be able to get a copy of the slides from today?

- A. No. The slides are a summary of the Request for Proposals (RFP) released on April 29, 2025. Please refer to the RFP for all details.

76. Page # 19 Section 8.4 – Preparation of the Proposal

The RFP indicates that the Line-Item Budget and Narrative are required to be included in Section 2 - Cost Proposal (8.4.2), Section 4 - Required Forms (8.5.5.1), and Section 5 - Required Documents (8.5.5.2). Is it sufficient to just include in the Cost Proposal (Section 2) and notate in the other sections that Line-Item Budget and Narrative are included in Section 2 – Cost Proposal?

- A. Please follow the directions as stipulated in the RFP.

77. Do we need to provide separate proposals if we bid for two contracts in the same Spa?

- A. Yes, separate proposals are needed for every submittal.

78. If we bid for two contracts, should we provide two separate budgets?

- A. Yes, separate budgets are required

79. Do we need to provide separate proposals if we bid for two contracts?

- A. Yes, separate proposals are required.

80. General Question- Can you clarify, do you want all 5 sections to be submitted in individual PDF attachments, not in one collated pdf?

- A. Yes, separate PDF files as indicated in the RFP.

81. Is the RHAS program continuing to be a Living Wage Ordinance program?

- A. No, the new RHAS contracts will not be Living Wage Ordinance contracts.

82. 81. Section 2.3- de minimis rate- federal recently updated to 15%, the contract is only 10%. Will the contractor be able to use the 15% federal rate?

- A. No, we will continue to use the 10% as we have not been given approval to increase our rate to 15%.

83. When is the contract start date?

- A. The contract is expected to start on or about July 1, 2026.

84. Some required forms in the RFP are not fillable (1, 2, 4, 7, 8, 9, 16). Will DCFS provide fillable versions? And if not, is it ok for agencies to create such?

A. Forms are now fillable. Please refer to Attachment II, of Addendum Number Two.

85. p 22 8.5.1.6 - pending litigations and judgments and 8.5.1.4 list of terminated contracts - Should these forms be submitted in the file with the business proposal or in the file with the required forms?

A. Submit this form with the required forms.

86. RFP section 3.2.3 Contracts awards, paragraph number 4, page 3 (PDF pg. 8/444) states that "the number of RHAS contracts will be limited to a maximum of 2 per agency." Can an agency be awarded 2 contracts in the same SPA?

A. Yes, an agency can be awarded two (2) contracts in the same SPA.

87. Section 3.2.3 Contract Awards pg. 3. Is the award amount listed in the anticipated funding allocation chart going to each awarded agency or is it split between them?

A. The anticipated funding allocation will be awarded per contract. The referrals will be divided amongst the contractors awarded per SPA.

88. When will selected contractors be notified?

A. Selected contractors may be notified as early as Late fall/Early winter 2025. This timeframe could possibly change, based on the time it takes to evaluate all proposals received.

89. Page # 19 Section 8.4 – Preparation of the Proposal #4 Required Forms – List Required Forms 1 through 24 however Forms 19-24 aren't included in the Exhibits.

A. Appendix B(Required Forms) has 16 forms. Please refer to Addendum Two for revised **Section 8.4.2, 4) Required Forms**

90.2) RFP section 8.4.2 page 19 (PDF pg. 23/444) instructs prospers to submit 5 separate files in their email proposal submission. Several of the required forms and required documents are also asked to be included as part of other files: a) form 12 is required in file 1, business proposal and in file 4, required forms b) forms 13 & 14 are required in file 2, cost proposal, are also listed as forms required in file 4, required forms and in file 5, required documents item # 8 c) form 14 is required in file 1, business proposal and in file 4, required forms d) file 3, audited financial statements and in file 5, required documents. Does the county want duplicate forms or documents in the required files?

A. Please follow directions included in the RFP. If the RFP is asking for duplicate forms, that is the way the forms will be reviewed.

91. Section Required Form- Form 12 (pages 388-435), can any tables or diagrams (attachments) be included within the Narrative pages?

A. Please include any and all information you believe provides the required information requested in the RFP.

92. RFP section 8.4.2, page 20 (PDF pg. 24/444), item # 4 states that the required forms file will include required forms 1 through 24, but section 8.55.1 on page 26 (PDF pg. 30/444) only lists forms 1 through 16. Could the county confirm the number of required forms?

A. Appendix B (Required Forms) has 16 forms. Please refer to Addendum Two for revised **Section 8.4.2, 4) Required Forms.**

93. Page 21, section 8.5.1.2 of the Request for Proposals (RFP) gives the following prompt: *“Describe the proposer’s background and experience in providing services equivalent or similar to the services identified in RFP, Appendix A (Sample Contract) Exhibit A (Statement of Work).”* However, in Form 12 (Template for Business Proposal Narratives), there is no provided space to answer section 8.5.1.2. **In Form 12 (Template for Business Proposal Narratives), should we include our response to section 8.5.1.2 in the space provided for section 8.5.1.1? When we enter text into one page of Form 12 (Template for Business Proposal Narratives), the text repeats throughout all pages of the document. Can DCFS fix this technological issue in Form 12? If not, can you provide instructions/guidelines for how to circumvent this issue?**

A. Yes. Please use Business Proposal Narrative Form 8.5.1.1 to answer both questions to answer both 8.5.1.1 and 8.5.1.2.

Form 12 has been updated. Please refer to Attachment II of the Addendum Two.

94. Can we submit additional documents as examples beyond what is required?

A. Yes, you can submit as much as you feel supports the documents required in the RFP.

95. Exhibit N of the Sample Contract provides a sample line item budget sheet. Should our line item budget replicate Exhibit N exactly? Are there any instructions/guidelines for which components of Exhibit N must be included in our budget and which components we can alter in our budget?

A. The Line Item Budget provided in the RFP is a Sample. Proposers are not required to use this exact Line Item Budget, but the Line Item Budget must include all the components in the sample provided.

96. Will a budget template be provided?

A. Please see Exhibit N of the Sample Contract. Proposers are not required to use this exact Line Item Budget, but the Line Item Budget must include all the components in the sample provided.

97. Are references from LA County DMH appropriate for submittal of references?

A. Yes. Please refer to Addendum Two for updated 8.5.1.3.

98. Can you clarify the amount of abuse liability insurance required and if it can be claims made?

A. The amount of abuse liability insurance required is \$2 million. Please refer to Section 8.25.4 of RFP Addendum Number One.

99. Page 24, section 8.5.3 of the Request for Proposal (RFP) instructs that the Proposer must “*establish and maintain a complete Quality Control Plan (QCP).*” However, page 36, section 17.0 instructs that the “*Contractor must produce and implement a Quality Assurance Plan (QAP).*” Are the Quality Control Plan (QCP) and Quality Assurance Plan (QAP) the same thing? In other words, can “QCP” and “QAP” be used interchangeably? If not, what is the difference and what are the guidelines on creating/implementing these two quality plans separately?

A. There is no difference between both plans. QCP and QAP are interchangeable.

100. I noticed that some required forms in the RFP are not fillable (1, 2, 4, 7, 8, 9, 16). Will DCFS provide fillable versions? And if not, is it ok for agencies to create such?

A. Forms are now fillable. Please refer to Attachment Number II of Addendum Two.

101. Form 12 found on pages 388-435 on the “RHASRFP24-0015combinedfiles” file, the text field is linked throughout the whole document. Any text entered for section 8.5.1.1 will copy to the other sections in this form. Can this be fixed and a new template sent out? And if not, are we allowed to re-create this?

A. Form 12 has been updated. Please refer to Attachment II of Addendum Two.

102. For the Required Form – Form 12 – can additional pages be added to answer a section (if needed) or are we limited to the space provided?

A. Additional pages are not allowed. Space is limited to two-pages.

103. On page 24 of the “RHASRFP24-0015combinedfiles” file, under section 8.4.2 Business Proposal it states “4) Required Forms - File will include Required Forms 1 through 24”. Can we get an exact list of files needed for this section? Appendix B (Required Forms) on page 369 only lists 16 forms. What are the other 8 forms? Are they the ones listed on item 5) Required Documents?

A. Appendix B (Required Forms) has 16 forms. Please refer to Addendum Two for **Section 8.4.2, 4) Required Forms.**

104. Section 8.4 (page 23): it states “Each proposal submitted must be comprised of five electronic files in Portable Document Format (PDF).” For each electronic file, do we include a cover page and table of contents referring to each item and its page#? Or not required?

A. A cover page is required and table of contents is not required.

105. Section Required Form- Form 12 (pages 388-435), can any tables or diagrams (attachments) be included within the Narrative pages?

A. Any information can be included within the provided two-page limit.

106. Section 8.5.3 Proposer's Quality Control Plan (page 28) requires that the quality control plan cover the monitoring system for "all services listed on the Performance Requirements Summary (PRS) based on information provided in this paragraph"... then in Section 8.5.3.1 (page 28-29) there is a list of factors that need to be in the quality control plan, including "Activities to be monitored to ensure compliance..." Are "services" on the PRS the same as "activities to be monitored to ensure compliance"? If not, where is the list of activities?

A. The activities listed in the Statement of Work and the PRS should be included in the Quality Control Plan.

107. Wording of the narrative writing prompts in the RFP 8.5 sometimes differ from the wording in Form 12. In these cases, should applicants respond to the prompt in 8.5 of the RFP or the versions on Form 12? Will the reviewers work from the prompts on Form 12 or in the RFP? Examples:

a) RFP: 8.5.2.12 (p. 27) Describe how your organization will offer the RFA Pre-Approval Training series and initial Annual Training with English and Spanish modules.

Form 12: 8.5.2.12 (p 412) - Describe how your organization will offer the RFA Pre-Approval Training series and initial Annual Training with English and Spanish modules; and dates and times Monday through Friday during the day, evenings Monday through Thursday, and on weekends.

b) RFP: 8.5.3 (p 28) The Proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this Contract are provided as specified. Evaluation of the QCP must cover the proposed monitoring system of all services listed on the Performance Requirements Summary (PRS) based on information provided in this paragraph. Proposer must present a comprehensive QCP to be utilized by the Proposer as a self-monitoring tool to ensure the required services are provided as specified in Exhibit A (SOW and Attachments) of Appendix A (Sample Contract).

Form12: 8.5.3 (p 430) Describe how your agency will establish and maintain a comprehensive Quality Control Plan (QCP) to ensure the requirements of this Contract are provided as specified, including the proposed monitoring system of all services listed on the Performance Requirements Summary (PRS) in the Statement of Work.

c) RFP: 8.5.3.1 (p 28) The following factors must be included in the QCP:

- Activities to be monitored to ensure compliance with all contract requirements.
- Monitoring methods to be used.
- Frequency of monitoring.
- Samples of forms to be used in monitoring.
- Title/level and qualifications of personnel performing monitoring functions; and
- Documentation methods of all monitoring results, including any corrective action taken.

Form 12: 8.5.3.1 (p 432) Describe the activities to be monitored, monitoring methods, forms used in monitoring and documenting results, monitoring frequency, and titles/levels and qualifications of personnel performing monitoring functions.

A. Please refer to Addendum 2 for updated RFP section 8.5.2.12 and Attachment II of Addendum Two for an updated Form 12.

108. Is the contract award amount going to have an annual COLA increase?

A. An annual COLA increase is not included.

109. Page 375, Instructions for Completing Form 5 – CBE Form state “**Proposer must submit Form 5 - Community Business Enterprise (CBE) Information form in Excel format.**” Will we be provided with the Excel spreadsheet, or do we need to create it ourselves?

A. Please refer to Attachment III of Addendum Two for an updated Form 5 that has been provided in Excel format.

110. Page 20, section 8.4.2 of the Request for Proposals (RFP) indicates that one of the five electronic PDF files required for proposal submission is “Required Forms,” which will “include Required Forms 1 through 24.” However, there are only 16 forms in Appendix B (Required Forms).

- **Are there 16 or 24 “Required Forms”? And if there are 24, where can we find the additional eight forms?**

A. Appendix B (Required Forms) has 16 forms. Please refer to Addendum Two for revised **Section 8.4.2, 4) Required Forms.**

111. RFP Section 8.4.2, page 19 (PDF pg. 23/444) instructs proposers to submit five separate files in their email proposal submission. Several of the Required Forms and Required Documents are also asked to be included as part of other files:

- Form 12 is required in File 1, Business Proposal and in File 4, Required Forms
- Forms 13 and 14 are required in File 2, Cost Proposal, are also listed as forms required in File 4, Required Forms and in File 5, Required Documents Item #8
- Form 14 is required in File 1, Business Proposal and in File 4, Required Forms
- File 3, Audited Financial Statements and in File 5, Required Documents

Does the County want duplicate forms or documents in the required files?

A. Please submit all documentations as indicated in the RFP.

112. I am emailing to inquire about the overhead rate for the contract. Can you confirm that the maximum overhead rate is 10%?

A. The maximum overhead rate is 10%.

113. If we are not applying for the Countywide API contract, can we remove the Form 12 API specific questions or do we leave the blank forms in our application?

A. API specific questions only apply to Countywide API contract and do not need to be included if proposer is not applying for the API contract.

114. RFP Section 8.5.1.5 describes that the County will conduct a review of the Proposer's financial capability, what are the ratios used during this review?

A. The ratios used in assessing the Proposer's financial capability are as follows:

- Quick Ratio which reflects the Proposer's most liquid assets that can easily be converted to cash, when needed, to meet its current liabilities. Quick Ratio is calculated as follows: $(\text{Cash} + \text{Short Term Securities} + \text{Accounts Receivable}) / \text{Current Liabilities}$.
- Current Ratio which measures the Proposer's ability to meet its short-term financial obligations when and as they fall due. Quick Ratio is calculated as follows: $\text{Current Assets} / \text{Current Liabilities}$
- Expense to Income Ratio which determines if the Proposer generates sufficient income to meet its expenses. Expense to Income Ratio is calculated as follows: $(\text{Expenses before taxes} - \text{Non-Cash Expenses}) / \text{Gross Income}$
- Long Term Financial Viability which is calculated as $(\text{Total Assets} - \text{Intangible Assets})$ less Total Liabilities.