Request for Clarification Answers

1. What is considered a contracted agency other than the 4 listed (IMA, MHA, MVHC, DCMH)? An agency that has a legal binding agreement with Westchester County

2. Will the vendor of choice be co-located within the District Offices? Yes

3. Is the exempt population going to be provided with supportive services not previously provided? Some examples are: transportation for doctor appointments other than IMA, child care during medical, psychiatric, drug treatment and self-improvement group? No. However medical transportation is covered under Medicaid.

4. “Self-Improvement Groups” – will they be considered voluntary or mandated? Mandatory when prescribed by clinician or therapist

5. In Section VIII – It states “......The narrative “Scope of Services” must not exceed fifteen (20) typewritten pages. The question is: Is it 15 or 20 pages? Twenty Pages (20)

6. Does the 15 (20) pages include schedules/exhibits? No

7. Reimbursement/Payment Structure - the RFP states that it is “soliciting “performance based” proposals with performance metrics specific to the exempt population". Can you kindly clarify if this is tied to reimbursement structure as well? Should we determine a payment point per service and outcome? Yes Or, should we assume that we will be reimbursed for all line item expenses incurred and approved? No, all expenses (personnel, non-personnel, administrative, etc.) should be tied into performance benchmarks.

8. Details on allowable profit and administrative rates - can you provide us with details on whether profit and administrative fees are treated as a combined rate? Whether separate or combined rates - are there any caps? Our funding is limited but we’ll consider all reasonable proposals.

9. Does the "Scope of Services" refer only to section "b. Scope of work to be performed" (RFP page 12)? Yes

10. Could you find out if Westchester County is open to providing contractors with limitation of liability? I know that in the past the contract had unlimited liability and wanted to know if that is something that can be negotiated or adjusted? The County will not agree to limit the successful proposer’s liability. The successful proposer will be required to provide insurance and indemnify, defend and hold the County harmless as set forth in paragraph SEVENTH of Schedule “F” attached to the RFP.
11. Along with referral codes, will providers receive assessment information? Yes, the provider will receive employability assessment from contracted agency.

12. How much space is available to providers in each office? The space or number of “workstations” is based on the caseload/staff ratio needed to service the exempt recipients in each District Office.

13. Will the Department provide the current staffing structure to bidders? No

14. Please clarify the page limit for the Scope of Services and what is included in that page. See Item # 5, 6 & 9

15. Do all sections of the proposal, including staff resumes, have to be double spaced? Only The Scope of Services

16. Is MBE/WBE participation required for this proposal? No

17. Is the County amenable to a proposer taking exception to any of the contract stipulations? No.

18. Please confirm that the four vendors providing assessments will continue to do so during the term of this contract. That’s the current plan. However the Department reserves the right to cancel or change agreements with the vendors during the term of the contract.

19. The RFP lists as part of the role of the successful vendor, “Complete comprehensive assessments to determine a customers’ ability to work.” Please explain how this aligns with or is different from the use of the four assessment vendors? The information in the health section of WTW assessment should align with and be supported by employability assessment findings.

20. Does the County have a specified budget for this engagement? See item # 8

21. Is the County open to alternative cost proposals such as fixed fee, deliverable based, performance-based, or a combination? No

22. Will the County provide start-up funding during the three-week transition period? No

23. Please describe the process by which the County will determine the “Exempt” vs. “non-exempt” status, thereby determining who is referred to the contractor. How will referrals be made from the County to the vendor? A/Rs will be referred from social service staff based on employability assessment determination by contracted agencies.
24. What role, if any, the vendor has in determining:
   - Exempt status? None, this is determined by one of the 4 contracted agencies.
   - Non-compliance? Referral to social service staff with justification
   - Sanctions? Social service staff applies sanctions based on information from vendor

25. Will the county provide space for the contractor’s employees or should proposers include the cost of a facility in their bid? The plan is for the contractor to be co-located in the District Offices.

26. Please describe the process for referring customers to child care, transportation, and other supportive services. A referral form is sent to social service staff requesting supportive service with explanation and sometimes supportive documentation. Notation is required in WTW System.

27. Does the three week transition period start on April 1 or before? Ideally training should start 2-3 weeks prior to start of the contract however space will not be available until April 1.