ADDENDUM ONE
QUESTIONS and ANSWERS

Date: July 8, 2020

To: All Bidders

From: Keith Roland, Buyer
Department of Health and Human Services

RE: Addendum for Division of Children and Family Services Policy/Process Development, due July 20, 2020.

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Quotes. The questions and answers are to be considered as part of the Request for Quotes. It is the Bidder's responsibility to check the project information page for all addenda or amendments.

Question Number	Question	State Response
1.	You indicated during the Pre-Proposal information session the crosswalk of your federal prevention plan, Child and Family Services Plan, the Child and Family Services Review Program Improvement Plan and Family First Prevention Services Act Plan is an expected deliverable. Should this deliverable be priced separately as deliverable 6? If so, would you confirm a Deliverable 6 field will be available when we enter our response online?	Yes, please provide the crosswalk as a separate deliverable. The Bid Page has been revised to add Deliverable #6.
2.	Does DCFS have a planned budget for the scope of work, and if so, is DCFS able to share the budget?	Please provide your solution to meet all the requirements of the RFQ and the Cost associated to accomplish that.
3.	Please describe the scope of work, expected outcomes, and deliverables for the "crosswalk of our federal prevention plan, Child and Family Services Plan, the Child and Family Services Review	The Contractor must review each plan and develop a review of areas of alignment within the plans as well as area of uniqueness within each plan. In the Scope of Work, the Contractor will provide recommendations to establish alignment if needed.

	Program Improvement Plan and Family First Prevention Services Act Plan is needed to outline unified goals for prevention, protection, and permanency" to help us develop our proposed work plan, team structure, and cost for this activity. For example, is the expectation that the contractor will perform the crosswalk only, or that the contractor will perform the crosswalk, make recommendations to DCFS, and facilitate decision making with DCFS leaders regarding establishment of unified goals?	
4.	Please describe the interdependencies (if any) between the crosswalk of plans and the process and procedure redesign efforts.	The crosswalk is a unique function within the Scope of Work.
5.	Has DCFS identified the number of processes included in each of the six topic areas, or is the expectation that the contractor will work with DCFS to elicit the processes within each topic area during project initiation?	The Contractor will work with DCFS to design the recommended process within each topic area. Some processes will be more complex and require more expansive business processes and procedures.
6.	During the pre-proposal conference, the State indicated that individual counties had their own processes. We have encountered similar situations in other states and have developed an approach to capturing current state (or "as-is") processes and associated challenges that accounts for county-level variances without defining the as-is processes at a county-by-county level, however we would like to confirm that DCFS does not expect the contractor to document processes at the county level.	Business processes to be designed are for DCFS. While there are external stakeholders that provide feedback and influence on business processes, those will not need to be documented.
7.	Please confirm that DCFS expects to develop state-level future state (or "to-be") processes (that account for county-level nuances, as appropriate) vs. developing separate, unique processes for each county.	See answer to question #6.
8.	Has DCFS developed a plan to engage key stakeholders from across the state (e.g., county-level staff) in the project, or does DCFS expect that	The Contractor will be working with DCFS staff during the project.

	the contractor will work with DCFS during project initiation to develop the engagement and communication plan?	
9.	Has DCFS identified the stakeholder groups that are expected to be involved in the project? If so, is DFCS able to share the stakeholder group names (e.g., Service Administrators, field staff in each of the local offices, DCFS Finance), or an approximation of the numbers and types of stakeholders expected to be engaged in the project?	DCFS stakeholder groups to be involved are: • Program staff • DCFS leadership • Service Area Administrators • DHHS legal staff • DCFS and DHHS finance staff • DHHS administrative staff
10.	Can DCFS please confirm if #1.e. "Central Registry/ Expungement of Records" is the same as #4 "Outline best practice, business process, and procedures for policy and expungement of records"? Question #3 asks bidders to, "Provide a narrative of how bidder proposes to develop best practice and recommendations for each area." The Central Registry/Expungement of Records would be included in a response to this requirement. If they are referring to the same topic area, please clarify if there is a reason that DCFS called out this topic area separately from the other five topic areas, e.g., if DCFS has different expectations for contractor tasks related to this topic area.	Scope of Work section 1.e. refers to a review of the current policies of the expungement of records, which entails placing parties on the central registry and then the process in which a party would be removed or removal would be denied. Scope of Work section 4 refers to possible future state based on best practice, business process, and procedures for policy.
11.	Please confirm if DCFS expects the contractor to develop procedures, in addition to redesigned processes. If so, has DCFS already documented some procedures that the contractor will revise/update as a result of redesigned processes, or does DCFS expect that the contractor will develop all new procedures?	In the Scope of Work, the deliverables will be written guidance documents, visual guidance documents, guidance for policy and practice, recommendations for consistent application across DCFS, and recommendations for ongoing internal controls in the defined areas. Written guidance will include procedures for each business processes. Current procedures will be provided for review and evaluation as part of the review of existing processes.
12	Will DCFS please clarify if the Protection and Safety and Economic Assistance program areas are within scope of the initial process redesign efforts, or if	Both Protection and Safety and Economic Assistance program areas are within the scope of the outlined project.

	DCFS intends to extend the redesigned processes to these program areas in a subsequent project phase?	
13.	Please confirm that the contractor is expected to work with DCFS to develop a plan to embed changes into training, but is not expected to deliver training within the current scope of work.	Training is not within the Scope of Work.
14.	Does DCFS have existing internal control methodologies in place that may be applied to the redesigned processes, or is the expectation that the contractor will develop the internal control methodology (in collaboration with DCFS) for the processes?	Existing internal control methodologies will be provided to the Contractor for review. The Contractor must develop internal control methodology where none exist with DCFS or make recommendations for improved internal controls as needed.
15.	Will DCFS please clarify if the five deliverables that DCFS requests costs for in the "Enter Bid Details" section of the response form are the five deliverables numbered 1-5 in the Deliverables section of the response form, e.g., "Written guidance documents on the development of the following…", "Visual guidance including but not limited to flowcharts…"? If so, please clarify where respondents should include the cost for developing the crosswalk of plans.	See answer to question #1.
16.	Will DCFS allow respondents to propose alternative deliverables based on respondents' understanding of DCFS' needs and respondents' experience providing similar services to other state agencies? If so, please clarify how respondents should do so in the response form.	No, contractors should not propose alternative deliverables.

This addendum will become part of the bid request and should be acknowledged with the response.