



RESPONSE TO PRE-PROPOSAL CONFERENCE QUESTIONS

Request for Proposals (RFP): 1.3 Veterans Phone Resource

The Pre-proposal Conference was held on Thursday, October 16, 2009, 10am – 12am at the Chinook Building, Rm. 124 and was Facilitated by Marcy Kubbs and Sonia Singh, CSD Staff

Background

Those who attended the pre-proposal conference for the Veterans Phone Resource RFP had an opportunity to pose questions to Community Services Division (CSD) staff facilitating the RFP process. The questions received during the period of October 7, 2009 (RFP release date) and October 23, 2009 (last day to submit questions to CSD staff facilitation the RFP) and their responses follow.

Questions Posed During the Pre-Proposal Conference

Question 1:

The RFP states that potential RFP applicants are prohibited to speak with King County staff about RFP and Dedicated Veterans Phone Resource Project. Does this restriction apply to the staff at the King County Veterans Program? Are potential RFP applicants allowed to talk to King County staff, including staff at the King County Veterans Program?

Response:

During the period that begins with the RFP release date on October 7, 2009 and the close of the question-answer period on October, 23, 2009 at 4:30pm, all questions must be directed and posed in writing to Sonia Singh, CSD staff at sonia.singh@kingcounty.gov with the exception of the Pre-Proposal Conference, in which questions were directed to both Sonia Singh and Marcy Kubbs, CSD staff. This staff member will coordinate with appropriate King County staff, including staff from the King County Veterans Program if applicable to respond to inquiries.

Question 2:

Will the award recipient be able to invoice project expenses acquired prior to the execution of the contract, if awarded?

Response:

No. Only expenses occurring after the effective date of the contract can be invoiced.

Question 3:

Is “one-on-one contact [with clients]” as stipulated in the RFP defined as “voice contact” or “physical contact”?

Response:

“One-on-one client contact” is defined as a live voice contact during service hours or follow-up.

Question 4:

How would you advise us to collect demographic information via the phone when providing phone service to clients?

Response:

The collection of demographic information can be negotiated with the King County Levy Evaluator during the contract negotiation period.

Question 5:

The Levy Service Improvement Plan indicated that a total of \$500,000 will be allocated for a “dedicated veteran’s phone resource”; however, the RFP stipulates a total of \$100,000 per year is available for 2010 and 2011, in addition to some start up funds. For the years of 2010 and 2011, minus the start up cost, the total funding amount available is \$200,000. Why is the funding level available through the RFP not \$500,000?

Response:

This RFP is for the funds allocated for 2009 (\$50,000), and for the two years of this contract (2010 and 2011) at the level of \$100,000 per year. Allocations from previous years are being held in reserve.

Question 6:

The RFP requires providers to provide an “emergency contact” if the dedicated phone resource/line is not staffed 24 hours per day. What contact should the provider agency direct calls to in case of emergency? Does the provider agency list multiple emergency contacts based on the type of calls expected?

Answer:

RFP applicants are encouraged to demonstrate their knowledge, innovation in recommending and identifying a system and resources to direct emergency calls and other issues that may occur if the phone line is not staffed 24 hours per day.

Question 7:

Will potential applicants be notified of how many applications were received?

Answer:

This information will be available upon request.

Question 8:

The RFP directs provider agencies to provide up to three (3) referrals per individual inquiries by clients. What if there are not three (3) referrals or agencies that can address the inquiry or serve as a resource?

Response:

It is acceptable to provide less than three (3) referrals, if three (3) appropriate referrals are not available.

Question 9:

In the context of the RFP, how do you differentiate between “collaboration” and “subcontract”?

Response:

If there is an exchange of funds between agencies, then an executed subcontract will be required.

Question 10:

If more space or rows on the table on page 17 of the RFP is needed to complete the form, can additional rows be added and is it appropriate to identify and include “in-kind” resources or revenue under the categories “Funding from other Revenue Sources”; “Annual Base Salary”; and/or “Revenue Source”?

Response:

A) Yes, tables can be expanded to include additional rows. The RFP Application was made available in a Microsoft Word Format to allow for this modification if needed by applicants.

B) Yes, if you would like to identify “in-kind” resources, these can be noted in the provided form under the categories mentioned. Applicants are encouraged to identify the resources they are able to leverage.

Questions Submitted Between RFP Release Date on October 7, 2009 and the Close of the Answer-Question Period on October 23, 2009 at 4:30pm

None