

**State of Maryland
Request For Proposals (RFP)**

**One-On-One Support Services,
SSA/OTOSW-24-001-S**

**QUESTIONS AND RESPONSES #1
2/3/2025**

- Question 1: Is this a new requirement for Maryland or is there an incumbent?
Response: **There is no incumbent for this RFP. This is the first time the State has solicited statewide 1:1 services, excluding services solicited for Baltimore City and Anne Arundel County 1:1 services which were previously solicited (MULTI/CWS-23-176-S).**
- Question 2: **Service Delivery Across Regions:** Can you clarify expectations for service delivery outside the contractor's designated region, especially for continuity of care or on caseworker recommendations? (SERVICES LOCATIONS AND LOGISTICS)
Response: **Approval must be granted by the 1:1 Project Manager before service delivery can be provided outside of the contractor's designated region.**
- Question 3: **Primary Place of Performance:** Given the broad scope of service locations, how should contractors handle situations where services may need to be rendered in jurisdictions outside of their proposed regions?
Response: **Approval must be granted by the 1.1 Project Manager before service delivery can be provided outside of the contractor's designated region.**
- Question 4: **Staffing Requirements and Training:** What specific qualifications or training documentation will be required to demonstrate compliance with Section 2.3.1 regarding certifications, background checks, and specialized training for staff?
Response: **Providers must provide documentation to include copies of background clearances from Department of Human Services and State and Federal Background checks as well as certificates of completion to show completion of training.**
- Question 5: **Required Personnel:** While we currently offer similar direct support services to persons with disabilities, we do not exactly have some of the required personnel on staff. Does the contractor need to already have the Care Coordinator and Clinical Project Manager on staff before submitting our RFP response? Or can we hire those positions once we are awarded this opportunity?
Response: **Key Personnel must be on staff at the time of award.**

Question 6: With regard to the Clinical Project Manager, is a LPC (Licensed Professional Counselor) considered an " or greater" licensee, as mentioned in the RFP section 2.3.1 ?

Response: Yes

Question 7: What are the Professional Licenses that are considered "or greater" ?

Response: See Section 2.3.1 required professional license is a Licensed Clinical Social Worker- Clinical.

Question 8: Is there a fee associated with access to the state's vendor portal that will be used for reporting and invoicing?

Response: No.

Question 9: Is this a new requirement for Maryland or is there an incumbent?

Response: Previously this service was obtained through sole source contracts. There is no incumbent for this RFP.

Question 11: Is this a newly initiated project, or is it a continuation of an existing one?

Response: This service is currently being obtained through sole source contract. This RFP process is new for the state for this service.

Question 12: If it is ongoing, kindly provide the names of the current service providers/incumbent vendors.

Response: There are no incumbent vendors for this RFP.

Question 13: Could you provide details on the previous expenditure associated with this contract?

Response: This is a new RFP. Previously this service was obtained through a sole source contract.

Question 14: Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?

Response: This is a new RFP. Previously this service was obtained through sole source contract

Question 15: Are there any specific challenges or issues currently being faced with the existing vendors?

Response: There are no existing vendors for this RFP.

Question 16: Can you clarify the expected number of awards for this solicitation?

Response: See Section 2.1.3 "the Department intends to make up to four (4) awards for each Region to the most qualified Offerors as specified below"

Question 17: Is there any preference or priority given to local vendors for this contract?

Response: See Section 6.4 Reciprocal Preference.

Question 18: Page 4 of the RFP requires, Provider certification (proof) to the Department at the start of the Contract, and upon request, that all Staff have completed the required training classes, background checks, fingerprinting and any other requirements of this RFP. Staff that may be hired upon contract award will not yet have certification at the time of the start of the contract. Will providers be allowed an implementation time to hire and train staff?

Response: See Section 2.3.1.A.4. Staffing shall “Receive training and certification in the following areas: Therapeutic Crisis Intervention; Crisis Prevention Intervention; and Safe Crisis Management, Medicine Management, and First Aid and CPR prior to providing any services.” Contractors are expected to provide service upon Notice To Proceed (NTP).

Question 19: Page 52 of the RFP states: Include letters of intended commitment to work on the project, including letters from any proposed subcontractor(s). Offerors should be aware of restrictions on substitution of Key Personnel prior to RFP award (see Substitution Prior to and Within 30 Days After Contract Execution in Section 3.11.5). Will this requirement also be included for staff assigned to the contract or for subcontractors only?

Response: Restrictions on substitution apply to Key Personnel and proposed subcontractors.

Question 20: Page 4 of the RFP requires, Receive training and certification in the following areas: Therapeutic Crisis Intervention; Crisis Prevention Intervention; and Safe Crisis Management, Medicine Management, and First Aid and CPR prior to providing any services. Will all of the listed trainings be a requirement? Are costs for these trainings allowable in the budget?

Response: These are required training. Cost for trainings are allowed in determining the fully-loaded firm fixed unit price per hour of care.

Question 21: Please confirm the order of required forms in the Proposal Response.

Response: See Section 7 -RFP ATTACHMENTS AND APPENDICES

Question 22: Will a budget document that can be edited be provided for completion?

Response: No, all vendors' financial proposals should be submitted through Attachment B. The necessary areas that require editing have been left unlocked. All other areas are locked to prevent editing.

Question 23: Can the Care Coordinator and Clinical Project Manager be individuals that have other roles in the staff (i.e Program Director, Project Coordinator) and designated to fill those duties?

Response: See Section 2.3.1. Staffing. The Contractor shall provide 1:1 Service staff, a Care Coordinator and a Clinical Project Manager. “Preferably, the Care Coordinator will not be the Clinical Project Manager.” Any other proposed positions shall be included in Offeror’s technical proposal.

- Question 24: How many awards will be made?
Response: See section 2.1.3 “the Department intends to make up to four (4) awards for each Region to the most qualified Offerors as specified below”
- Question 25: What is the assigned caseload for each vendor?
Response: Attachment R provides the average number of children requiring 1:1 service at any given time. The caseload for each Contractor in each Region will depend on a variety of factors and the needs of the Department.
- Question 26: The clinical supervisor is identified as a social worker. Can this be extended to LCPC who are able to supervise?
Response: No
- Question 27: How is provider ranking determined?
Response: See Section 6 of the RFP.
- Question 28: should the volume II proposal be in the original excel format or be converted to pdf
Response: See Section 5.2.2.2
Volume II - Financial Proposal consisting of:
A. One (1) original executed Financial Proposal and all supporting material marked; and
B. an electronic version of the Financial Proposal in searchable Adobe PDF format; and
C. a second searchable Adobe pdf copy of the Financial Proposal, with confidential and proprietary information redacted (see Section 4.8).
- Question 29: What forms are required to include in the proposal?
Response: See Section 7 -RFP ATTACHMENTS AND APPENDICES
- Question 30: what order should we organize our forms, attachments, narrative, etc. in the proposal?
Response: See Section 7 -RFP ATTACHMENTS AND APPENDICES
- Question 31: Will you provide an editable budget form?
Response: No, all vendors' financial proposals should be submitted through Attachment B. The necessary areas that require editing have been left unlocked. All other areas are locked to prevent editing.
- Question 32: Does the contractor need to already have the Care Coordinator and Clinical Project Manager on staff before submitting our RFP response? Or can we hire those positions once we are awarded this opportunity?
Response: These positions must be on staff at the time the proposal is submitted.