

RFP 1000190
RFP for Statewide Community Based Services

Question and Answer Response

Instructions: All questions/inquiries about the bid must be submitted in writing by the deadline identified in the bid documents (October 31, 2024 by 3:00PM EDT). Questions/Inquiries must be listed on this template then submitted via email to childwelfareplan@dcs.in.gov

Identify the RFP Attachment Letter, Service Standard, or relevant section in regards to your question	State your question	DCS Response
General Question:pertains to all Community based services	Can you add services in your proposal with intentions on hiring for said services. Ex: Tutoring, Case Mgmt.	Yes, however contracted providers may not begin accepting referrals to provide service until qualified staff are in place.
General - Certification	To become an agency do the owner have to have all the certifications or could they have their contractor have the degrees or certifications?	Please review RFP for expectations regarding Secretary of State Registration, Legal Status, and insurance requirements. There are no certifications required for a person or employee specifically.
General - Certification	What certifications are needed to become agency? During the webinar someone had asked this question also.	Please review RFP for expectations regarding Secretary of State Registration, Legal Status, and insurance requirements
General - Certification	Is there any classes or certifications an potential agency should obtain prior to submitting the bid?	There are no trainings required prior to bidding. Please see the Service Provider Training Requirements for training expectations once contracted: https://www.in.gov/dcs/service-standards/dcs-service-provider-training-requirements/
General Question	If a ad person was previously awarded a contract and pushed out the company during COVID (told that the company folded) and recently learned that company was still operating. Can the person be awarded another contract? How can the person identify if their name is still the contract holder?	Bidders are proposing for a new contract, with no bearing on current contracts or employment by contracted providers. All current contracts end on 6/30/2025
General Question	What are the Insurance Requirements/Limits needed for DCS Contractors & Sub-Contractors.	The insurance requirements are detailed on pages 24 and 25 of Attachment G – Sample Contract.
General Question	What Trainings are needed for Community Based Services on a Paraprofessional level and where can they be found?	Service Provider training requirements are available here: https://www.in.gov/dcs/service-standards/dcs-service-provider-training-requirements/
General	RFP states that we are not to have contact with DCS, but website states, "If you have any questions, please contact the Regional Coordinator for these Regions." Which is correct?	Please submit all questions utilizing the required Q&A form.
General	This was addressed in the pre-proposal conference, but we are submitting for written confirmation: Is it possible for an organization to be approved for some services, but not others or is it "all or nothing?" For example, if a provider proposes Homemaker, Casework, Therapy, and Supervised Visitation and the State does not believe the provider has met the threshold to provide Therapy, would the entire proposal be disqualified or would the state just not approve that particular service, while approving others (as qualified/applicable)?	I bidder may be contracted and made referable for some services, but not all. Needs vary throughout the state and some services may not be needed by a particular bidder in a given area at the time. Contracted providers can request to expand services to new areas throughout the contract.
general question about the entire process	If we are wanting to do an RFP for a specialized service and wanted to expand our service array to include an already established service) would we need to do 2 separate RFPs?	All current Community Based Contracts expire on 6/30/2025. Please submit one proposal for all services you wish to propose for, with a new contract to begin 7/1/2025.
General Question	If you provide two different services, example, Day Reporting and Tutoring services, do you need to complete two RFP's for each potential contract?	Please submit one proposal for all services you wish to propose for
General Question	Does DCS require a surety bond?	No; not for this RFP.
General	Do you have a mandated or preferred ratio of Provider Staff to clients?	Caseload expectations are outlined within each service standard, regarding how many clients a provider employee can serve at a given time.
General	What is the average caseload, maximum and minimum?	Average caseloads are not tracked, however the maximum caseload is dependent upon the service standard, and is outlined in each standard.
General	Are there any expected reportables, benchmarks, deliverables?	Yes, please see service standards.
General	How are clients referred to awarded agency?	Service referrals are created by DCS staff and submitted through KidTraks to contracted providers as needed.
General	What is the timeline for contact and follow-up when a referral is received?	Referrals must be accepted or rejected within 48 hours or receipt. Contact with the client/family is dependent on the service and outlined in the service standard.
General	When are visits conducted with individuals?	Visits and services are conducted based on the needs of the family, directions provided in the referral, and service standard.
General	Where are the support meetings held? Can we use County facilities?	Providers are expected to meet with families in their home or community, in the provider office, or in a safe community space. DCS offices are not regularly utilized for provider services. Please refer to service standards for clarity within each service.
General	What is the assistance required/needed for transportation? Coordinating transport, or providing transportation?	This is dependent upon the service standard - please review the service standard you wish to bid for in regards to specific transportation guidance.
General	Can we have access +C4:C11to pre-bid conference information shared or discussed on 10/22?	The Pre-proposal presentation is available on the RFP website
General	Is there a need for a location in Indiana for the Community-Based Services? Is there a need for multiple locations?	Yes, services are necessary in all Indiana counties
General	Can you share budget ceiling?	Contracts are zero-based. There is no budget ceiling
General	What is the expected census for the project? How many families/individuals?	While we cannot predict how many families will be involved with DCS at any point, you can review historical staffing and caseload reports on this website: https://www.in.gov/dcs/reports-and-statistics/
General Question	As we work to scale resources to various service lines, would the state prefer we apply for multiple service lines in anticipation of the ability to provide them within the contract time frame or apply only for those we are able to operate immediately?	We would encourage bidders to propose for services you anticipate being able to serve on 7/1/2025.

General	Do you expect the agency to be fully staffed for the Service they are applying for, prior to being accepted?	We would encourage bidders to propose for services you anticipate being able to serve on 7/1/2025. If you are not ready to begin on that date, we can make your agency non-referrable for a service until staff is in place.
General	Does the number of current staff members determine how many Services DCS will grant the agency?	No
General	What are the main criteria DCS is looking for in an agency when deciding who receives a contract?	Vendors must be able to speak to their ability to provide high quality services that adhere to the service standards.
Generic	Please provide the project start date.	Contract Start Date is 7/1/2025
Generic	• Are there a current incumbent providing these services? If so, are there any specific areas of improvement or changes you are seeking in the new contract?	There are currently multiple Community Based Service providers for all counties and service areas. Please refer to the DCS Service Standards for service expectations.
Contract	How will CCBHC affect provider PPS rate	DCS does not have the ability to answer this question as we are not the PPS rate setting agency.
RFP Boilerplate 1.12 Reference Site Visits	In this section it says site visits, if required, will be discussed in the technical proposal. What does this mean? Would you be setting up the site visits, or the provider?	The Evaluation Team will not be scheduling site visits with all bidders. If a site visit is requested, the Evaluation Team would reach out to the bidder.
RFP Boilerplate Section 1.14	Where can attachment J be found that lists specific provisions to allow us to keep portions of our RFP private after contracts are awarded? Where can we find clarification on what can and cannot be kept confidential? And how do we properly request sections of our RFP be kept classified?	Attachment J may be found at the following link: DCS: Current Requests For Proposals: Community Based Services. Access to Public Records – Chapter 3 (Indiana Code 5-14-3-1 to 5-14-3-10)
RFP Boilerplate Section 1.16	I was able to check that my organization is a registered bidder, but the email address is for the previous executive director. I have amended our current DCS contract to have this contact updated. Do I need to also update our contact on the bidder's list before submitting our RFP?	As long as your agency is a registered bidder, you can submit your proposal. Please ensure the contact information you enter in the KidTraks RFP is accurate to date.
RFP Boilerplate page 21	Written boilerplate language states: "Additionally, there is an opportunity for a bonus of five points if certain criteria are met." Please define the criteria for a bonus of five points and how this is scored (e.g.; all or nothing vs. 1-5 points applied to each proposal).	Bonus point language is not applicable for this RFP and has been removed from the Boilerplate
Boilerplate Sec 1.3 Purpose of RFP - Pg 6	Sec 1.3 states the purpose is to select a respondent that can satisfy that State's need for the provision....to all 18 regions and the corresponding offices in the State . This sounds like the State seeks only one contractor for the entire State to oversee all of the Service Standards. Then, Sec 1.4 states Contractors chosen... which sounds like multiple contractors will be chosen. Therefore, the questions are: 1) May a contractor bid to deliver a specific service standard within a specified region or regions, or 2) Is the State wanting a single contractor who subcontracts throughout the State for each of the Service Standards?	The need for services is statewide, however, we anticipate that bidders will indicate which regions and counties they will be able to provide proposed services. It is not expected that a bidder plan to provide a single service statewide, unless they are able to do so and propose as such in the RFP.
Business Proposal Executive Summary Letter 2.2	If we are writing for multiple regions/counties, do we need to address each section of the Executive Summary letter to each region/county or can we identify the regions/counties at the beginning of the letter and then address the components?	The Executive Summary and Transmittal Letter are not service specific and should reflect your business. If there are specific questions that would be different for a service, you can speak to it in the Transmittal Letter.
Executive Summary Letter	Should we address each Service we are applying for within the Executive Summary Letter or talk about our agencies ability and capacity as a whole?	The Executive Summary and Transmittal Letter are not service specific and should reflect your business. If there are specific questions that would be different for a service, you can speak to it in the Transmittal Letter.
Boilerplate Transmittal letter	Please clarify what this is/What is this?	Please review the Boilerplate Section 2.1 - Executive Summary Letter (also stated as Transmittal Letter) for further explanation
Boilerplate Transmittal letter	How many pages is appropriate for the Executive Summary?	There is no page or character limit for the Executive Summary (Transmittal Letter). Please be as concise as possible, meeting the expectations in Section 2.2 of the Boilerplate.
Executive Summary Letter	Is there a maximum length limit or general expectation to the length of the letter?	There is no page or character limit for the Executive Summary (Transmittal Letter). Please be as concise as possible, meeting the expectations in Section 2.2 of the Boilerplate.
Boilerplate Transmittal letter	What is the Transmittal Letter? Is there a template?	The Transmittal Letter is the Executive Summary - see Boilerplate Section 2.1
Boilerplate Executive Summary Letter 2.2	Are the Executive Summary Letter the same as the Transmittal Letter document? If not, what is the Transmittal letter?	Yes, this is the same document
Boilerplate Executive Summary Letter 2.2	Can the owner of the business entity be the authorized representative?	yes
RFP Boilerplate, 2.3.10, pages 18-19 for mandatory contract terms	Refers to "Transmittal Letter". Please clarify if "Transmittal Letter" is referring to Business Proposal or Executive Summary.	The Executive Summary and Transmittal Letter are the same document
RFP Boilerplate Evaluation Criteria 3.2	Will there be any greater detail regarding the evaluation criteria?	No
Boilerplate Section 3.2 Evaluation Criteria	Can we have a copy of the Management Assessment/Quality (MAQ) Business and Technical Proposal Criteria?	Upon approval, it will be posted.

Executive Summary Letter	The first slide of the powerpoint for the Preproposal Conference includes the information needed for the Executive Summary Letter. I just want to confirm that this is the "Transmittal Letter" document required to attach in KidTraks? If these are two separate documents, can you provide insight into the requirements/expectations of the Transmittal Letter?	The Executive Summary and Transmittal Letter are the same document
Page 19 of User Guide - Interpreters	If we intend to use interpreters as needed and to seek DCS funds to cover those costs, do we need to request to "provide" that service as part of this RFP or do we seek that reimbursement in another way? If we request reimbursement in another way, please provide guidance about that process.	Interpreter services are included as a component of the referral as needed. Providers may bill for those services through the Interpreter component.
KT User Guide Appendix B	Appendix B states this will be uploaded within the specific RFP we are applying, however on Magik, there is not a specific attachment hyperlink for "Provider Narrative" and "Service Narrative". Where should this be uploaded? Or is "Business Proposal" and "Technical Proposal" taking the place of this old requirement?	The Provider Narrative has been replaced with the Business Proposal Template; The Service Narrative has been replaced with the Technical Proposal Template.
Attachment Name: Other Appendix B	This states "Additionally, this attachment category will be used for IDOA required attachments 2-4" however, attachments 2-4 do not exist on the DCS Current RFP page. Where can I find IDOA required attachments 2-4? Or is this outdated / no longer required	The 'Other' attachment is stated 'for any additional documents you want to upload as supporting documentation for your proposal' and may include IDOA documents within RFPs where those are required. Those documents are not required for this RFP.
KidTraks RFP User Guide Appendix B	The KidTraks RFP User Guide Appendix B lists attachments for Community Based contracts that are not listed elsewhere in the RFP (e.g., Agency Quality Improvement, Insurance). Could the State clarify which attachments apply to this RFP?	The KidTraks User Guide Appendix may contain language not applicable to this RFP
General	What does DCS hope or expect to see from agencies in regards to the volume of cases accepted for a Specific Service? Is there a minimum or maximum amount of cases?	There is no minimum caseload. Maximum caseloads are outlined in each service standard.
Attachment A - Service Standards	The website states several service standards have been updated, is there a list of updates or where can the updated service standards be found?	Current Service Standards are available by clicking on the Attachment A link. If a service standard is updated, it will be updated on that page.
Attachment A- Service Standards	Will any of the current service standards be changing by the start of the new contract in 2025? If so, which ones and what will the major changes be?	Potentially, yes. Any changes will be communicated on the Service Standard page with an outline of the changes made.
Attachment A - Service Standard Clarifications and Revisions	Our agency has a DCS contract currently. We are considering changing the service standards we offer for the next contract cycle. If we have a current client who is receiving service standard "Z", but we do not include service standard "Z" in the upcoming application, what will happen if that client case is still open when the new contract begins? Will our agency be able to continue serving that client until the case is closed?	All current Community Based contracts have an end date of 6/30/2025. Current Community Based Referrals have an end date no later than 6/30/2025. If a current provider continues services beyond 6/30/2025 without a contract for that service, the provider would not be able to invoice for the service and would not have a valid DCS referral for the service.
Goals and Outcomes Measures on Service Standards	What are the consequences of not reaching a goal or outcome listed in the Service Standard?	If this occurred, it would be addressed with the provider. There are no consequences that can be identified, without a specific set of circumstances. We are committed to a collaborative approach to best serve the clients.
Family Preservation/Comprehensive Service Standards	Can DCS provide a breakdown of the utilization of each service standard, by county or region, to inform providers' planned capacity?	Bidders can access the current Provider Service Guide here: https://magik.dcs.in.gov/financials/Public/Provider/ServiceGuideInquiry.aspx Historical services and caseload data can be found here: https://www.in.gov/dcs/reports-and-statistics/
Service Standards/CMHC	Just to ensure nothing is overlooked can you list the service standards involved in this RFP that are not part of the CMHC contract?	CMHC Services are listed on the RFP website. You may also review your Attachment 1 of your CMHC Contract to see which services are included. A CMHC may choose to bid on any services in this RFP outside of those listed as CMHC services on the website or on your Attachment 1.
General Service Standards - Certification	If you are applying for DV services, can we say in our proposal that we are working on certification. And, will have it completed before the contract starts. We have been asked to do both DV services but we still need to do training for the program	Yes, please confirm that you acknowledge what certifications are required for DV or any other service in which certification is required, then also indicate your progress toward certification and approximate date of completion, if known. If the date of completion is unknown, please include your plan to complete the certification prior to the contract start date.
Service Standards - Staff Qualifications	Given DCS requires Medicaid and/or commercial insurance be billed primary, will DCS adjust staff qualifications on services standards to meet the need of Medicaid?	Without referencing a specific standard regarding qualifications, this can not be answered. Service Standards can, and are updated as needed to meet the needs of the State.
Med Assessment for MRO	Will DCS continue to pay out the match on children?	At this time, MRO is still a service delivery that is authorized through OMPP.
D&E Service Standards	Will DCS adjust this to event charge to match Medicaid billing?	Please submit RFP responses to the current service deliveries.
Service Standard: Truancy	Can Truancy Termination be performed at a Paraprofessional level? If so, how can you propose based off the rate sheet?	Please see V. Minimum Qualifications within the Truancy Termination Service Standard for educational expectations of workers within that service. Bidders must be able to provide all services and components within the service, according to the service standard.
Service Standard: All Community Based Services	What Trainings are required for Community Based services and where can they be found?	Service Provider training requirements are available here: https://www.in.gov/dcs/service-standards/dcs-service-provider-training-requirements/
Service Standards	If the Owner doesn't have all the credentials to provide case management, can the service still be proposed with qualified staff and the intent of hiring?	Yes, but services cannot be provided until staff and supervision meeting the service standard is in place
Service Standard: Supervised Parenting Time	What is the service standard and component description for Supervised Parenting Time on the rate sheet?	Service Codes are 10976 and 10977, component codes are to the right of the service code on the rate sheet
Service Standard: Supervised Parenting Time	Do you have to list all component descriptions on the rate sheet for service standard Supervised Visits- Bachelor or can you choose what services you want to provide? Ex: Not providing Transportation	For Parenting Time Services, contracted providers must be able to provide all components of the service.

Service Standards	If we are proposing a new service that requires certification and/or a psychologist or psychiatrist, do those pieces need to be in place at the time of proposal submission or can a provider apply for such service, stating that these required elements are in progress and will be in place by contract start date?	Qualified staff should be in place by contract start date, 7/1/2025. If staff are not ready, we can make a contracted provider temporarily unreferrable at that time.
Service Standards	Several of the service standards require 24/7 on call coverage. Could you please clarify the expectations for this? For instance, is it acceptable to have 24/7 phone response or is an in person response necessary/	We are unable to answer this unequivocally. Coverage should be adequate to assist the referred individuals as their needs dictate.
Service Standards	Where do we find information about the requirement for Wraparound Facilitation companies to contract with HAB and FST providers so CMHI youth can receive these services? We need more information about these expectations under CMHI please. What is the responsibility of the WF company? How does billing work? Are there specific criteria that need to be met for this type of partnership?	Please see the DMHA guidelines to become a provider: https://www.in.gov/fssa/dmha/youthservices/provider-information/
Service Standards	We are interested in applying to be an Access Site to provide conflict free services to help families understand what CMHI services are (eligibility, their responsibilities, etc.) and to get started with CMHI services. Would we list that as a "Specialized Service" as it's not listed in the array of services outlined in the Service Standards.	Any service not listed specifically would need to be bid as a Specialized Service, following those instructions.
Service Standards	We have been asked by the courts and DCS to do Seeking Safety in a group and Individually but we are not sure what Service Standard it would fit in. We are not SA certified through DMHA but several of our staff are CADAC certified in one region.	If a proposed service does not align with a current service standard, the Specialized Service standard should be used to propose, following those instructions.
Service Standard - DCS - Counseling	In regard to section V (5) C. If the therapist providing the service is a licensed therapist providing the individual therapy, do they still need to be supervised by a licensed therapist?	Yes, please see the Counseling Service Standard, V. Minimum Qualifications - D. Supervisor (1)
General Services	Is there a conflict if a CMHI wrap provider provides any of the other services with in this RFP? If there is a conflict for a service, what services could be provided along with CMHI Wrap?	CMHI wrap providers are not prohibited from proposing for services in this RFP.
CMHI (Monthly Report)	Is this report required for CMHI wraparound services? Currently the monthly CFTM form looks slightly different but contains many of these components and is faithfully uploaded to KidTraks within 5 business days of the CFTM meeting.	Yes.
DV Victim and Child	In order to provide Domestic Violence for a DCS service provider do we have to be certified as the error message I'm receiving is this: DOMESTIC VIOLENCE VICTIM AND CHILD is missing Indiana Coalition Against Domestic Violence Certification. Please attach the Indiana Coalition Against Domestic Violence Certification Document on the Attachment tab. When I spoke with someone at ICADV she said that providers who provide DV services through DCS do not have to be certified. She also said you must be a nonprofit, not a for-profit, to go through ICADV for certification. Please confirm if the information for victims and children requires certification. Does it differ if you are a peer review agency or not a peer review agency	The attachment is labeled incorrectly. Please use the 'Indiana Coalition Against Domestic Violence Certification' attachment link to upload any trainings you have completed to qualify you to provide this service, or write a document indicating your plan to complete training to ensure you are qualified to facilitate this service.
DV Victim and Child	Does the direct worker who holds the experience and not necessarily the specified degree, need to complete the trainings prior to accepting the award or just accepting a referral?	Providers are required to be qualified based on the service standard expectations before accepting a referral.
DV Victim and Child	What is a peer reviewed agency?	Please see the ICADV website. The language used is "certified and accredited" member.
Parent Education	Will agencies be penalized for not currently having staffing capacity for influx of referrals? (e.g., due to departure of employee or large number of referrals within a short period of time.)	No, please indicate your anticipated capacity to serve referrals in the 2025 contract cycle within your proposal.
Parent Education	Will agencies be able to refuse or reject a referral if it is a situation where DCS has already filed for a termination of parenting rights?	Yes, providers have the ability to reject referrals and provide a short explanation to the DCS staff who created the referral.
Parent Education	In the Parent Education Service Standard, number 9 on the curriculum list refers to the "Nurturing Program". Is this the "Nurturing Parent Program" curriculum?	This would be accepted.
Parent Education	Parent Education-10537 on the rate sheet shows 5 tiers for "Other Curriculum" (8172, 8212, 8213, 8214 & 8215)- Could you explain the differences between the tiers? How is this used?	These are to be utilized for any 'other' curriculum you may use. The rate is the same for all of these components.
Diagnostic & Evaluation	Is supervision from a licensed psychologist required for an Indiana LMHC to complete this service?	This service standard includes many services. Some require licensed psychologists per Indiana Law.
Psychological Testing	Is supervision from a licensed psychologist required for an Indiana LMHC to complete this service?	This service standard includes many services. Some require licensed psychologists per Indiana Law.
Psychological Testing	If supervision is from a licensed psychologist is required, does the supervising psychologist have to practice in Indiana? ie: can a psychologist from Florida supervise if all information is shared via encrypted means?	They must follow Indiana Law and be licensed to practice in the state.
Psychological Testing	If supervision is required, is the information from the supervising psychologist required upon submission of the proposal or can that be submitted later?	No, but if awarded providers should ensure that they are able to meet all requirements of the service before accepting any referrals for the service.
Diagnostic and Evaluation Service Standard	For clinical assessments, it says a diagnosis must be certified by a physician, psychiatrist, or HSPP. Indiana now allows an LCSW or LMHC to diagnose if they meet the training requirements. Will DCS accept a diagnosis signed off by an LCSW or LMHC?	Yes, the service standard will be updated to reflect the change in law allowing LCSW and LMHC trained professionals to diagnosis.

Diagnostic and Evaluation Assessment Service Standard	Is there a way to be turned "on" in KidTraks for only the services we can provide under this standard and turned "off" for the ones we cannot? This would make it easier/save time for the FCM's regarding what referrals we can/cannot provide under this code. Thank you.	Yes. Bidders wishing to propose for Diagnostic and Evaluation services should complete Attachment K - Diagnostic and Evaluation Worksheet, noting which components you can provide and what tools will be utilized to complete the assessment.
Diagnostic and Evaluation Service Standard	Does the Diagnosis have to be performed by a psychiatrist or can it be a qualified Nurse Practitioner?	Qualifications vary among assessments and are outlined in the D&E Service Standard
Diagnostic and Evaluation Service Standard	Do we need to do anything with the Clinical Interview and Assessment Report if we do not provide clinical services?	No
Homemaker Parent Aid Service Standard	Billable Units, section B, C, D - it appears the information is missing in this section. B is blank for bill increments. C- does this mean referrals will only have 20 units in total? Below D starts to talk about SNAP presentations at a Statewide Council. Can this whole section be clarified?	(B) is the topic of Billable Increments - C and D should be sub sections, but are part of billable increments. C - referrals begin with up to 20 units, and the service standard indicates that further units must be approved by DCS; Sub-point (a) within D lists things that may be included within Face to Face contact, one of which is the SNAP Team presentation, as applicable.
Homemaker Parent Aid Service Standard	Can the team please clarify the qualifications under the supervisor position in regards to an individual with other non-Human Service bachelor's? Please explain how we identify if the employee was qualified to gain the experience gained	A provider would need to review the candidate's resume to learn their employment history and qualifications.
Homebased Casework	Can we revise the criteria for supervision to better align with the other standard to incorporate group supervision structure?	Service Standards can be updated to meet the needs of the State. For the purposes of the RFP submission, please speak to the current standard.
Home Based Therapy Service Standard	The DCS Supervisor Qualification Training sections says that the training requirements must be met within the last three years. Do supervisors need to redo the training every three years?	This should be assessed by the vendor, to ensure that service delivery is meeting the standards. It is not mandatory at this time, but would be recommended.
Family Preservation Service Standard	Are Batterers Intervention Services and Survivor Intervention Services no longer considered an example of an outside specialized service? If it was determined that the family needed those services, can those no longer be referred out?	If DV services are known to be needed, best practice would be to refer to a provider who could include that in their Family Preservation referral. If it is determined after Family Preservation services are in place, that DV services are needed, this could be considered for additional referrals.
Family Preservation Service Standard - Probation	Can the evidence based model be used if it is only listed on the California Clearinghouse, but not listed on the OJJDP, Blueprints, or Title IV-E? Or must it also be listed on the OJJDP, Blueprints, or Title IV-E in addition to the California Clearinghouse?	Evidence Based Models in the California Clearinghouse may be used with clients and families participating in Family Preservation.
Specialized Services	The provider has two separate business entities with individual EIN numbers. Should the provider submit two separate RFP proposals or submit one proposal and subcontract "specialized services" with primary business?	We can not give guidance on how to best meet your needs as a vendor. If an entity does not propose and accepted through the RFP, they would not be referable.
Specialized Services	Can you please explain what services would fall under this category? Is it services that the company offers, but does not have a specific DCS service standard?	Yes, and service a bidder would like to provide that does not fit within existing service standards could be proposed under the Specialized Services standard.
Specialized Services	Can an employee with a non-Human Services bachelor's degree qualify to provide services if they have successfully worked for us for the last two years providing these services? Will their successful work history with us count as their 2 years previous experience?	When proposing for Specialized Service, it is expected that the bidder complete the Specialized Service Standard template. Section VI. Within the template allows the bidder to establish qualifications for staff according to your program.
Specialized Services	Must staff hold a valid driver's license and minimum car insurance if our organization does not transport clients ever?	Yes
Specialized Services	How do we provide services for Medicaid-eligible and MRO-eligible clients when we cannot bill Medicaid?	Providers are not required to accept Medicaid. Bidders can explain billing procedures and capabilities in the Specialized Services service standard template.
Specialized Services	We are not currently Medicaid providers, but our service may qualify for Medicaid. How should we answer the question on if our services are Medicaid billable?	If an agency is not a Medicaid provider, then the agency is not Medicaid billable and should respond accordingly. In the future, a contracted provider becomes Medicaid billable, invoicing information can be updated.
Family Preservation	Are there guidelines regarding how the Family Preservation daily per diem is utilized? (Ex. 30% saved for emergency funding, 30% to staffing, etc.)	No, but concrete supports should be utilized per the Service Standard guidelines.
Family Preservation	Our agency has 5 offices across the state of Indiana. If we apply for the contract do we have the ability to start the services in only one office, or are we required to immediately provide the services in all 5 locations?	You may propose for limited counties. If awarded, there is a process in place to request to expand to additional regions or counties.
Family Preservation	Are we required to offer services by Region, or can we choose the area within a region we would like to offer services?	You may propose for specific counties within a region.
Family Preservation	When applying for a contract, do we need to have staff hired before applying or can we hire staff once we know the contract has been approved? (Ex. Therapists)	Providers should have staff in place upon the contract start date, 7/1/2025. If a contracted provider does not have staff on 7/1, we can make the agency non-referrable until staff are hired and appropriately trained.
Family Preservation	We are wanting to confirm that there isn't additional RFP needed to continue to provide Family Preservation Services.	Current Family Preservation contracts expire 6/30/2024. Agencies wishing to provide Family Preservation services beyond that date must apply to do so through this RFP.
Support Group Services for Resource Families	Can these be virtual? Who approves the training? The Service Standard indicates monthly reports are required, is this true?	The Child Welfare Plan inbox can be used for approval. If a referral is being invoiced, there must be an associated report uploaded in KidTraks.
Father Engagement	Do we work with fathers outside of Indiana? The service standard indicates we are responsible to help locate fathers, what costs are expected to go into this? The service standard indicates utilizing Fatherhood Programming educational curricula such as, Bringing back the dads, does the state supply these materials or are these at the expense of the program?	Vendor should have the resources to provide the service per the standard.
Supervised Parenting Time	this service standard was changed in 2022, however in the Kidtraks portal, it lists Visit Supervision Therapeutic (10976) and Visit Supervision Traditional (10977). Are these standards expected to change again?	Those are the Service and Component Codes within KidTraks and cannot be changed. The Service Standard was updated in 2022 and the naming convention used there is not expected to change again.

Tutoring/Literacy	Can the supervision requirement be done as a group? With the amount of hours of face-to-face we provide, according to the service standard, we would need to conduct an hour of one-on-one supervision each week. Our staff simply does not have time to do this. We currently do 1-2 hours of supervision as a group with all instructors on a weekly basis.	The Tutoring Service Standard requires one hour of individual face to face supervision per 20 hours of direct client service hours provided. Exceptions cannot be made to this expectation.
Tutoring/Literacy	What form will the written and signed approval to provide services to a student with an IEP come in from DCS? And how do we get this?	This approval and signatures will be acquired through the Child and Family Team, as well as the FCM and management chain.
Tutoring/Literacy	How does the state request that we measure DCS satisfaction with our services? Where are we rated by DCS? How does DCS recommend that we survey youth who participated in our programs?	Contracted providers are expected to develop and track satisfaction surveys.
Tutoring/Literacy	How do we accept and bill DCS when serving adopted children? Will we receive a referral? If adoptive families seek services, how can we help them get our services through DCS?	In order for DCS to be the payor source, referrals must come from DCS just as they would in a CHINS/IA status youth. If DCS is providing Tutoring to an adopted youth, the provider would receive a referral.
Attachment B Unit Rates	This opens as the Service Standard page with no rates, can this be reviewed	SFY 2025 Rate Sheet is the fourth item from the top of the Service Standard page
Attachment B (Rates) and Attachment O Specialized Services Budget.	If there are established rates, Is there a need for a budget to be submitted for rendered services?	No, the budget form is for Specialized Services.
Attachment C Sample Contract	The agency is required to have a release of information signed by the parent or guardian. We are often referred only to work with a child in their foster home and have no contact with the biological parent. Would the FCM sign the release of information?	A release of information should be on file.
Attachment C Sample Contract	We attempted to use the link provided in Item #27 in the Sample Contract related to Technology Standards and are receiving a message saying "Unauthorized - Page Not Accessible." Could you provide a .pdf of this information and/or an accessible link?	https://www.in.gov/iot/iot-vendor-engagement/
Attachment C Sample Contract	If a biological parent must sign all release of information forms, even if the child is in foster care, does the agency delay the initiation of services until the biological parent signs? This can delay service startup significantly.	A release of information should be on file.
Attachment C Sample Contract	Where can we find the Non-Collusion and acceptance clauses?	The "Non-Collusion and Acceptance" clause can be found on page 42 of Attachment G – Sample Contract.
Attachment C Sample Contract	How do we find the sections referenced in the contract such as IC § 4-2-6?	The referenced citations may be found at the Indiana General Assembly website at the following link: https://iga.in.gov/laws/2024/ic/titles/001
Attachment C Sample Contract - Insurance policies	There have been many discussions related to cyber insurance increasing to \$5,000,000.00. We have had conversations with DCS regarding this increase. Is DCS going to address the concerns providers have with the State of Indiana?	The cyber liability insurance limits provided will protect DCS up to the tort claims cap found in IC 34-13-3. Any deviation from the coverage amounts set forth in the Sample Contract would only occur after DCS has performed a risk assessment and there is support for such a revision.
Attachment C Sample Contract - Insurance policies	Do agencies have to submit their insurance policies with the RFP? If so, where do we attach those?	Provider Insurance is a required attachment on the Proposal Level of the RFP and can be uploaded there. If you do not currently have the required insurance, please include a plan to acquire insurance and upload a quote if you have received one.
Attachment C Sample Contract - Insurance policies	In KidTraks it is required to upload Provider Insurance. What is required to upload as agency proof of insurance? How much info do we need to upload.	A copy of the insurance policy including coverage amounts is ideal.
Attachment C Sample Contract - Insurance policies	Will our insurance accord that our Review Team used fulfill this requirement?	Insurance must adhere to expectations outlined in the Sample Contract. Each bidder must ensure their policy is in compliance.
Attachment C Sample Contract - Insurance policies	Do we need to include proof of insurances when we submit the RFP?	Insurance documents is a required attachment in the KidTraks RFP
Attachment C Sample Contract - Insurance policies	Do we need to upload our certificates for insurance?	Insurance documents is a required attachment in the KidTraks RFP
Attachment C Sample Contract - Insurance	Do you have to have the same limits of insurance coverage if you're only providing services that don't require client transport.	Assuming the question is focused on automobile coverage, then the answer is yes, unless your agency is able to demonstrate no traveling is required to perform the services under the contract. This would include not having to appear in court as part of your services.
Attachment C Sample Contract - Insurance	What are DCS standard insurance requirements/limits and does DCS need to be listed as an additional Insured?	The insurance requirements are detailed on pages 24 and 25 of Attachment G – Sample Contract. Yes, DCS is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly under or in connection with the contract.
Sample Contract. Insurance. 28. A. (5)	Our current Fiduciary coverage does not meet the requirements in the Sample Contract. We have \$3 million aggregate coverage, while the State specifies \$5 million in the aggregate. Can we get a waiver for this?	If your agency is responsible for the management and oversight of employee benefit plans and programs, such as pensions, then a waiver would not be permissible.
Sample Contract. Insurance. 28. A. (5)	Our current Cyber Liability coverage does not meet the requirements in the Sample Contract. We have \$3 million aggregate coverage, while the State specifies \$5 million in the aggregate. Can we get a waiver for this?	The cyber liability insurance limits provided will protect DCS up to the tort claims cap found in IC 34-13-3. Any deviation from the coverage amounts set forth in the Sample Contract would only occur after DCS has performed a risk assessment and there is support for such a revision. DCS will not allow for a complete waiver for the cyber liability coverage.
Sample Contract. Consideration. 2. B. (5)	The sample contract states, "The Contractor must bill any available payment source, including, but not limited to, Medicaid, Medicare, and/or private insurance, prior to submitting a properly prepared invoice/claim to DCS." Does this also apply to home-based therapy with a diagnosis? Put another way, do we bill Medicaid first for home-based therapy with a diagnosis?	DCS is the payor of last resort. Any service that is deemed medically necessary, should be billed to Medicaid.
Attachment C Sample Contract - background checks	If an applicant is deemed "qualified" on the L1 fingerprints, but has findings on local/city backgrounds checks, does the agency assume that the L1 qualification approves the applicant to work? Or does the agency need to verify with DCS that an applicant is eligible if they have any findings on background checks?	If the Central Office Background Check Unit (COBCU) deemed the individual "qualified", that is sufficient. The additional verification would help understand if the local criminal history check matched the fingerprints results.
Attachment D Business Proposal 2.3.1 Business Information	Under 2.3.1 as a new provider would you put zero for revenues prior, two years prior and % of revenues from Indiana customers?	Please include any revenue, including that outside of a prior DCS contract. If the bidder has had no prior income and provided no service or business prior to bidding for this contract, the accurate answer to that question may be zero - please be sure to include income apart from a DCS contract.

Attachment D Business Proposal 2.3.1	Does the years of experience mean how many years the company/program has been in business, or the combined experience of the staff?	This section is in reference to the Business, so please explain business years of experience.
Business and Technical Proposal	To clarify, each agency only needs to submit one business proposal and one technical proposal? Not one per service standard, correct?	Correct
Attachment D Business Proposal 2.3.2	What sort of information on our products or services would be pertinent to the evaluators. And is there a word limit for this answer?	This is an optional section of the business proposal to introduce or summarize any information the Respondent deems relevant. If you cannot answer within the box, please create a separate PDF document, titled with the Attachment and Section (Attachment E 2.4.9, for example) and upload that document in the KidTraks RFP under the 'Other' category.
Attachment D Business Proposal 2.3.3 Company Structure and Financial Information	If your company is new and doesn't have a previous balance sheet or financial statement, what would be appropriate information to use for financial stability?	Please include any revenue, including that outside of a prior DCS contract. If the bidder has had no prior income and provided no service or business prior to bidding for this contract, the accurate answer to that question may be zero - please be sure to include income apart from a DCS contract.
Business Proposal Respondents Company Structure and Financial Information 2.3.3	The section asking about revenue, is this for the full company or revenue for only within the Community Based Programs?	It can be for programs that are associated with providing services related to this request for proposals.
Attachment D Business Proposal 2.3.3 Company Structure and Financial Information	Under 2.3.3 as a new provider The respondent's Financial statement regarding income statements, balance sheet and fiscal year, assuming should be zero? As well as funding sources outside of DCS contracts that make up the revenue to support services should also be zero, if provider is NEW?	Please include any income statement, balance sheets, and funding sources, including that outside of a prior DCS contract. If the bidder has had no prior income and provided no service or business prior to bidding for this contract, the accurate answer may be zero - please be sure to include income apart from a DCS contract.
Attachment D Business Proposal 2.3.3 Company Structure and Financial Information	If you are registering a new LLC and do not have any previous revenue, will this hinder contract approval? For example, a provider is going into business with another individual to partner. Thus, a new company will be formed and no prior revenue will be established.	No, new providers can propose and potentially be awarded a contract.
Attachment D Business Proposal 2.3.3 Company Structure and Financial Information	we are a newer organization, its asks for our Revenues \$MM, our revenue is not that high, how should this be answered?	Please answer accurate to your revenue.
Attachment D Business Proposal 2.3.3 Company Structure and Financial Information	Do you want a list of all grants and individual donors to our organization, or a total of grants and a total of donations?	Please list all funding sources (grants, business, donors, etc) outside of DCS contracts.
Attachment D Business Proposal 2.3.3 RESPONDENT'S COMPANY STRUCTURE AND FINANCIAL INFORMATION	It mentions in the business proposal "Respondent must provide an organization chart uploaded to the Organizational Chart attachment location in the RFP." I am not able to locate the organizational Chart could you give me guidance on where I can find this or is this something I create on my own?	Please submit your own Organizational Chart in the format that best suits your organization.
Attachment D Business Proposal 2.3.3 RESPONDENT'S COMPANY STRUCTURE AND FINANCIAL INFORMATION	Can respondents provide other forms of supporting revenue if they are opening a new agency? For example, if the owners have worked under previous agencies as 1099 contractors, should they submit previous tax information?	Respondant can provide any information that they believe to be pertinent to the request, but it would not be expected that it be provided for work with an agency as an individual for previous employment.
Attachemnt D- Business Proposal	What forms or certificates will Respondents need to submit to prove the business organization, the state in which it was formed, the types of business ventures involved and a chart of the organization?	Please provide the required attachments within the KidTraks RFP, including your agency's Organizational Chart and Secretary of State registration.
Attachemnt D- Business Proposal 2.3.3 and 2.3.4	If an agency only has 1099 contractors as subcontracted providers and no W2 employees, then does the agency need to list every 1099 contractor in this section by name?	Yes
Business Proposal- 2.3.4 Subcontractors	Are providers that we may refer families to for additional support or evaluation considered Subcontractors as well?	Yes
Attachment D Business Proposal 2.3.4 Subcontracted Providers	We currently hold a contract with Choices Care Coordinated Solutions, Indiana Children's Mental Health Initiative (CMHI) and its sister program, Children's Mental Health Wraparound (CMHW) to provide habilitation, skills and relations services, as well as respite care and family support training. We would like to expand our services out to DCS however we wanted to see if there would be an expedited way or would we still have to go through this steps to obtain a contract? Thank you for your response.	The current RFP is the only way to become a contracted provider for the contract beginning July 1, 2025. There is no option to expedite a contract prior to that date.
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	it mentions " Each subcontractor's form of organization" What does this mean in simple terms	Definition would relate to each subcontract and their organizational situation. Examples could include, Limited Liability Company, Incorporated Company, sole proprietor, etc.
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	What is meant by "Each subcontractors form of organization"?	Definition would relate to each subcontract and their organizational situation. Examples could include, Limited Liability Company, Incorporated Company, sole proprietor, etc.
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	it mentions "c- The anticipated dollar amount for each subcontract" does this dollars per hours?	If the expectation is zero based, there would not need to be a dollar amount provided.
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	For the anticipated dollar amount for each subcontract, do you want an estimate of what each subcontractor will bill in dollars?	If the expectation is zero based, there would not need to be a dollar amount provided.
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	Do you want a copy of the subcontractors contract?	No, although the contracts must be available upon request
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	We have employees, not contractors. Can I identify 6 employees where it states, "contractors"?	The RFP does not require a list of employees, only subcontractors. Please only include subcontractors in that section.
Business Proposal Section 2.3.4 (Subcontractors)	Our company utilizes independent contractors (they are not firms) to fulfill our DCS Contract service needs. When this section requests descriptions and/or contracts/letters of agreement for subcontractors, does this also apply to independent contractors that are not a firm?	Yes, please list all subcontractors

Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	Throughout the materials, there are numerous references to subcontractors. Please confirm that these references are specific for subcontractors who are doing the actual scope of work related to the service standards (therapy, direct service, etc.) and NOT administrative functions (payroll processing, social media management, technology support, etc.)	Any subcontract that would have access to confidential information for the purposes of carrying out your business needs, should be included.
Attachment D Business Proposal 2.3.4 SUBCONTRACTORS	Business Proposal B61: E An indication from each subcontractor of a willingness to carry out their responsibilities (this assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in this proposal) - Do we just need to "affirm" this or do we need to upload something for this?	This must be affirmed, and made available at DCS request.
Business Proposal Experience Serving State Governments or Similar Clients 2.3.5	If we primarily work with DCS - can we speak to our relationship working with DCS?	Yes, that is acceptable.
Business Proposal Experience Serving State Governments or Similar Clients 2.3.5	The is question is - Is respondent a current provider of services of Indiana DCS? If yes, have there been any audit findings of the business or required repayments to DCS? Please describe. My question is - how far back do you want to us to go?	If an agency or entity is proposing and has had a previous audit finding and/or repayment, regardless of the length of time since, it should be addressed.
Business Proposal Experience Serving State Governments or Similar Clients 2.3.5	How far back are you asking us to include any audit findings or repayments?	If an agency or entity is proposing and has had a previous audit finding and/or repayment, regardless of the length of time since, it should be addressed.
Attachment D Business Proposal 2.3.5 Experience serving state government or similar clients	Being that we are providing services for DCS and the clients we provide services for are DCS, is it ok to send pictures of the progression/success of a client's care?	Pictures may be included as an 'other' attachment, however this is not required to successfully answer the questions asked in 2.3.5.
Attachment D Business Proposal 2.3.5 EXPERIENCE SERVING STATE GOVERNMENTS OR SIMILAR CLIENTS	Its says to "Please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples." When it says provider specific clients and detailed examples, I would like to confirm that it is not requesting the actual clients helped and details as that would be violating HIPPA Law? Or is this referring to the company and the higherup's that I provided services under and the types of services I provided under that company?	The 'client' in this question is referring to business clients similar in size to the State of Indiana as a client.
RFP Boilerplate pg. 17 Attachment D Business Proposal 2.3.5	Boilerplate language reads "Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope." Please clarify if "client" is referring to government contract/customers rather than individual persons receiving services.	The 'client' in this question is referring to business clients similar in size to the State of Indiana as a client.
Attachment D Business Proposal 2.3.5 - Experience Serving State Government	On the business proposal. It asks to give a description of experience in serving state and government contracts. If the business applying for the RFP proposal doesn't have said experience, but the Owner has another business that has these experiences, can those experiences be listed?	All responses that can be related to, will be acknowledged.
Business Proposal - Registration to do Business	Do we need to include any attachments or documentation stating that we are registered with Indiana Secretary of State and IDOA or do we just state "Yes" in the Business Proposal?	Please answer the questions in this section, and upload your legal status documents in the KidTraks RFP if you have them.
Attachment D Business Proposal	What documents is the state requesting to prove the signer has rights to enter the company into contracts?	A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.
Attachment D Business Proposal 2.3.9 REFERENCES: The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. Any state government for whom the Respondent has provided these products and services should be included; also to be included should be clients with locations near Indianapolis, as site visits may be arranged. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.	I do not understand, can this be a client(s) that we have serviced under DCS Contract or local offices/FCM/Directors? What if DCS/Probation and Individual clients are the only ones you have ever served in this capacity?	These should be professional references, not individual DCS clients you have provided services for.
Attachment D Business Proposal 2.3.9 REFERENCES	References should be community agencies not DCS personnel, correct? And it is three references per agency, correct?	Yes, that is correct.
Attachment D Business Proposal 2.3.9 REFERENCES	This is also asking clients information but appears to be company information that I would need to put. Do I put in the same information as 2.3.5 EXPERIENCE SERVING STATE GOVERNMENTS OR SIMILAR CLIENTS if it is referring to the company?	These should be professional references, not individual DCS clients you have provided services for.
Attachment D Business Proposal 2.3.9 REFERENCES	I would like to confirm that I am okay with listing different higher-ups that are in the same company, as I have worked at 2 separate companies for many years, not including my own company.	Yes, that is acceptable.
Attachment D Business Proposal 2.3.9 REFERENCES	Does each owner need three references or the agency as a whole needs 3?	The agency (bidder) needs to provide references.
Attachment D Business Proposal 2.3.9 REFERENCES	For references, as Evening Reporting Center (ERC) are we permitted to include individual Probation Officers who have made direct referrals to ERC?	Yes
Attachment D Business Proposal Section 2.3.9 References	In the pre proposal conference, it was stated that we should try not to use existing FCMs because you will already be seeking their input. Is it acceptable to ask an old FCM that no longer works at DCS?	The information sought is relationships with other professional entities. All submitted will be acknowledged, but relationships with the DCS is not the information being requested.

Attachment D Business Proposal Section 2.3.9 References	It was stated that the state prefers that providers submit references from professionals other than DCS staff (such as other referral sources, local partners, etc.). Can you please confirm?	Please provide professional references that are not DCS clients or staff
Attachment D Business Proposal Section 2.3.9 References	Do we need 3 reference letters submitted or just 3 references names and their contact information.	A reference letter is not necessary for submission. Please respond to each line item for the three requested references under section 2.3.9.
Attachment D Business Proposal Section 2.3.9 References	Who should we have our reference letters filled out to?	A reference letter is not necessary for submission. Please respond to each line item for the three requested references under section 2.3.9.
Attachment D-Business Proposal 2.3.9 References	Can we ask DCS staff for a reference?	No, please provide professional references that are not DCS clients or staff
Attachment D Business Proposal Section 2.3.9 References	Can clients be used as references, or do they need to be other professionals and not clients?	These should be professional references, not individual DCS clients you have provided services for.
Attachment D Business Proposal Section 2.3.9 References	Does "clients" include youth and family members who have received services through ERC, or currently receiving services?	These should be professional references, not individual DCS clients you have provided services for.
Attachment D Business Proposal Section 2.3.9 References	Can a reference include outside partners through our other work within the juvenile justice system?	Yes
Attachment D - 2.3.9 References	Just verifying that listing current foster parents that are licensed through our agency is OK for this section?	All information provided will be reviewed.
Attachment D and E	If we run out of room in the blue or yellow boxes provided for our answers, how would you like us to continue answering the questions?	If you cannot answer within the box, please create a separate PDF document, titled with the Attachment and Section (Attachment E 2.4.9, for example) and upload that document in the KidTraks RFP under the 'Other' category.
Attachment D and E	Is there a page limit for the business proposal and the technical proposal?	There is no page limit - please provide answers within the blue boxes in the Business Proposal and within the yellow box (or separate PDF) in the Technical Proposal.
Attachment E - Technical Proposal	Is there a word count limit for the Technical Proposal responses before attachments are required?	If you cannot answer within the box, please create a separate PDF document, titled with the Attachment and Section (Attachment E 2.4.9, for example) and upload that document in the KidTraks RFP under the 'Other' category.
Proposal Preparation 2.1 (Technical Proposal)	Can you please confirm that only one Technical Proposal is required, and we are not to submit one per service chosen?	Yes, please submit one Technical Proposal per agency proposal.
RFP Boilerplate Section 2.4 Technical Proposal	The RFP states, "The Technical Proposal must be divided into the sections as described below. Every point made in this section must be addressed in the order given. The same outline must be used in the response." Does this just mean that the Respondent should follow the Technical Proposal template when drafting the response?	Yes, please answer the question in the yellow box directly below the stated question.
RFP Boilerplate Section 2.4 Technical Proposal	The RFP states, "RFP language should not be repeated within the response." Does this mean that the Respondent should not just affirm that they will meet the requirements stated in the RFP? It will be unavoidable not to use similar language to the RFP when responding.	For questions asking to 'confirm to the affirmative', you can acknowledge your understanding. Please do not repeat the question within the answer, answer other sections in your own words.
Technical Proposal	Is the Technical Proposal supposed to include how we are implementing the service standard? Or are we just affirming the standards we choose?	You will mark the standards you intend to provide. The service standards in Attachment A guide how services should be implemented and facilitated.
Technical Proposal	We have a strategic vision of expansion of services in different regions, but are not able to serve these regions immediately. Are we able to bid for these services now, or would we have to start these services immediately to apply for them now?	Propose for areas you intend to be ready to serve on 7/1/2025. There is a process for contracted providers to request to expand services throughout the life of the contract.
Technical Proposal	The first two sections of the Technical Proposal request that the provider "respond in the affirmative ..." regarding the corresponding statement. Are details as to how the provider will comply with the statements appropriate / desired or is a brief affirmative statement preferred?	A brief affirmative statement is preferred.
Technical Proposal	Can DCS clarify if it would be possible for a proposal to include one program, with options to either create a new service standard under the "Specialized service" option OR to contract under existing service standard(s)? In other words, is it acceptable for the respondent to propose multiple options and for DCS to make a decision based on the submission for where the service best fits (existing service standard or new service standard)?	Yes, you may propose for a Specialized Service and indicate that it may also 'fit' within another service you are proposing for. The Evaluation Team can review and determine the most appropriate course of action.
Technical Proposal	When answering questions in the Technical Proposal, do we have the 100 word limit where we have to do an attachment instead if it is over 100 words or can we fully answer the question within the yellow sections?	If you cannot answer within the box, please create a separate PDF document, titled with the Attachment and Section (Attachment E 2.4.9, for example) and upload that document in the KidTraks RFP under the 'Other' category.
Technical Proposal	Is there a limit to how long (many pages) the technical proposal can be?	Please utilize the yellow box below each section in the Technical Proposal to answer the question above. If you cannot answer within the box, please create a separate PDF document, titled with the Attachment and Section (Attachment E 2.4.9, for example) and upload that document in the KidTraks RFP under the 'Other' category.
Technical Proposal Template- General	Should we be going in-depth in each question to address each specific Service we are applying for or speak more generally about our agency's ability as a whole?	You can answer how your agency will address each question as a whole. If there are specific differences in a service, you can expound on that as needed.
Technical Proposal Template Section 2.4.9	Adoption-Child Prep & Family Prep/Home Study are not listed. Can I add them to the document to note we are applying for those services?	These services are not part of this RFP.
Attachment E - Technical Proposal	States "do not repeat RFP language" Is it OK to repeat questions in the body of the proposal to identify headings and new sections?	Yes.
Attachment E Technical Proposal 2.4.1	If we agree, can we just state we can meet the above criteria or do you want us to write out process of how we are going to meet criteria? Technical proposal requests we confirm but Boilerplate asks that we write out the process.	You may just confirm to the affirmative on the Technical Proposal.

Attachment E Technical Proposal Template 2.4.1; 2.4.2; 2.4.8	If the respondent responds in the affirmative, is the State seeking only a Yes response, or do they want additional narrative as described for the No response?	A 'yes' response is sufficient
Attachment E Technical Proposal 2.4.1	When responding in the affirmative to this section, are you also requesting a description of our company's process in this section and/or as an attachment?	No, bidders just need to respond to the affirmative. Process expectations are outlined in the service standards.
Technical Proposal 2.4.1	Regarding the referral process - do we just say yes in this section or do we provide an explanation of how we ensure the referral process is within the guidelines of DCS?	Yes, You may just confirm to the affirmative on the Technical Proposal.
Technical Proposal 2.4.2	Regarding reading and understanding the initiation timelines and having a structured plan in play to initiate services - do we only need to say yes or do you want an overview of the plan?	You should confirm to the affirmative that you understand initiation timelines, or explain why you cannot meet the expected timeline. An outline of the plan is not necessary
Attachment E Technical Proposal 2.4.2	Are we supposed to write one Technical proposal for all services. For example for questions under 2.4.2, should we write for all services standards and separate them in the narrative so that all timeframes for each service standard we are purposing is addressed.	Yes, please submit only one Technical Proposal for all services. If answers to a question vary per service, please note that in your response by separating with a space or clear delineation. Question 2.4.2 regarding initiation timelines - please clearly indicate in your answer if there are services in which you cannot confirm in the affirmative. If you are able to confirm in the affirmative for all services, one confirmation is sufficient.
RFP Boilerplate 2.4.4, p. 20 Attachment E Technical Proposal 2.4.4	Written boilerplate language states "Respondent will describe how they will determine the client's level of need for the proposed service being requested." Please clarify if respondent should provide a response for EACH service proposed.	2.4.1 Please note if the process for determination is the same for all proposed services, or clearly explain process for each proposed service.
Attachment E Technical Proposal 2.4.4	Can DCS identify any current service gaps and/or geographic areas that do not currently have enough services to meet families' needs?	Bidders can access the current Provider Service Guide here: https://magik.dcs.in.gov/financials/Public/Provider/ServiceGuideInquiry.aspx Historical services and caseload data can be found here: https://www.in.gov/dcs/reports-and-statistics/
Attachment E - Technical Proposal 2.4.5	On page 20 of the Request for Proposal Template Section 2.4.9 it states Respondent will identify the Evidence Based Models utilized by their agency for each service being provided, and how those EBMs are used. On the actual Technical Proposal Template 2.4.5 it says Respondent will describe the Evidence Based Models utilized by their agency for services being provided. This is conflicting information are we to separate EBMs out by service and if so, do you want these in separate paragraphs to eliminate confusion?	Please list the Evidence Based Models you intend to use, and with which services you will utilize each model.
Technical Proposal 2.4.5	Are all Evidenced Based Curriculums utilized for various services to be provided in this section? If so, how should they be itemized to distinguish them and the services?	Please list the Evidence Based Models you intend to use, and with which services you will utilize each model.
Attachment E - Technical Proposal 2.4.5	Do we need to list out every service we currently provide and/or plan to provide and then list each evidence based model?	Please list the Evidence Based Models you intend to use, and with which services you will utilize each model.
Attachment E Technical Proposal 2.4.9 and KidTraks RFP	The VRSO Service is not included in this RFP - how do we propose for that?	Voluntary Residential Services Oversight is a limited service. It has been added to Attachment E under 2.4.9. If you would like to propose for VRSO, follow instructions in Attachment E to indicate your interest. Awarded providers will have that service added to your contract. This service cannot be added to the KidTraks portion of the RFP.
Attachment E - Technical Proposal	To best assess need for services as well as provider saturation in each county, which would impact the number of referrals and ability to scale for an optimal programmatic size, could DCS provide a list of providers by service type by county as well as number of youth or families served in 2023.	2023 data is not available, but you can access the current Provider Service Guide here: https://magik.dcs.in.gov/financials/Public/Provider/ServiceGuideInquiry.aspx Historical services and caseload data can be found here: https://www.in.gov/dcs/reports-and-statistics/
Attachment E - Technical Proposal	Respondent is asked to list counties to be served. Will there be an opportunity to expand to additional counties if mutually agreed upon between the provider and DCS during the anticipated 6 year contractual period?	Community Based contracts are statewide. Once contracted, there is a formal process for providers to request to expand services to other regions and counties.
Attachment E - Technical Proposal	Is it better to list all of the counties we may potentially provide services now, or just the ones we know we will provide service and then add counties later?	Propose for counties you anticipate being able to serve on 7/1/2025. Once contracted, there is a formal process for providers to request to expand services to other regions and counties.
Attachment E - Technical Proposal	All services are performed at our office in Allen County, but we often get referrals for other counties. Should we select only Allen county or any counties that we could receive referrals from?	If you only provide services in Allen County, it is best to propose for Allen County only. Once contracted, there is a formal process for providers to request to expand services to other regions and counties.
Attachment E - Technical Proposal	Respondent is asked to list specific services to be provided. Will there be an opportunity to add additional services if mutually agreed upon between the provider and DCS during the anticipated 6 year contractual period?	Community Based contracts are statewide. Once contracted, there is a formal process for providers to request to expand services to other regions and counties.
Work Site	As the plan is for my services to be mobile, how do I respond the the questions about where services will be implemented? This will likely vary by county as I also plan on serving multiple counties. In preliminary conversations with probation/court officials, I've been told by some that they may be able to accommodate by helping with a room in their facility. Others cannot. I've looked into rooms for public use such as those at local libraries, however, overall, this will likely vary, especially at first. How do I then report this in my proposal?	Answer to the best of your ability regarding how you will provide services in the areas that you are proposing to serve.
Business location	All reports, results, etc will be typed in my home. Important paperwork will be kept in a locked filing cabinet in a locked room. There are mentions of DCS Site Visits, will I be susceptible to a site visit since I will not have a formal office?	Site visits would be to the business office of the vendor, for the purposes of the audit expectations and needs.
Business location/Business Address	My business mailing address is a PO Box. The work site location (my home) has a different address. Is this ok?	You will need a physical address for your contract, a PO box is not sufficient.
Attachment E Technical Proposal 2.4.9 and KidTraks RFP	If we provide CMHI services as a subcontractor with Choices and not directly with DCS, do we need to address that service provision in our RFP response?	If your agency is proposing to provide a service as a contracted provider with DCS (not a subcontract through another contracted provider), indicate in Attachment E (2.4.9) which services you are proposing to provide.

Attachment E Technical proposal 2.4.9	Are we locked into only working in the counties mentioned on the Technical Proposal? How do we go about adding counties to provide wraparound facilitation? We are often asked to consider adding a neighboring county as we have capacity to do so.	Community Based contracts are statewide. Once contracted, there is a formal process for providers to request to expand services to other regions and counties.
RFP / Attachment E - Technical Proposal 2.4.9	Is it sufficient to submit the required documents ONE time if proposing for multiple services? The process seems more streamlined than previous years, and we would like clarification that we do not need to submit multiple times.	Yes, you will submit one Technical Proposal for all services you wish to bid for.
Attachment E Technical Proposal 2.4.10	For new providers with no business address can personal home addresses be used?	The address of your business should match the EIN and registration with the Secretary of State
Attachment E Technical Proposal Template 2.4.10	The RFP states, "Please provide the street address for each of your agency's physical locations." Is this specific to where the company provides Community Based Services included in this RFP? Our company provides other services throughout Indiana and 17 other states.	Addresses specific to those related to your proposal and service areas are sufficient.
Attachment H Assurances	On the Assurances page (attachment H or F) line 24 part C lists a website for LGBTQ training that requires a sign in. The sign in is valid for state employees only. http://childwelfare.iu.edu/cat/DCS09030/ Can we update the link or document to ensure that providers are in compliance with the current trainings or have the current link to the correct training. Thank you!	The link is no longer available and has been removed from Attachment H and the document heading has been corrected.
Attachment H - Assurances	On Attachment H where does the provider signature go?	No signature is required for Attachment H.
Attachment I - Disaster Plan	If we have a disaster plan in place and it meets the criteria Attachment I - Disaster Plan, do we need to create a new Disaster Plan?	No, if contracted you may submit the existing plan as your current Disaster Plan
Attachment I Disaster plan	Does DCS have a required form for the disaster plan or can we create our own?	Attachment I is the Disaster Plan Template. While not a fillable form, this template includes information that should be provided within your Disaster Plan.
Attachment I Disaster plan	Section B regarding pandemic outbreak plan: Can you please provide clarity on service delivery capacity and work capacity assessment? Also, what is meant by service needed to maintain service delivery?	This would include a plan to assess your capacity to continue delivering services during a pandemic (how many referrals can you accept and serve, based on staff available) - which may require a continuous assessment of available staff and needs. Support services needed to maintain service delivery would include the support things needed (such as PPE) in order to maintain service delivery as required by the service standard and contract.
Attachment I Disaster plan	This template simply stated what was required on the disaster plan when I downloaded it, so I created our own encompassed all information required. Is that acceptable?	Yes - the template is provided and bidders can create a Disaster Plan based on the template
Attachment I Disaster plan	Does the formal disaster recovery plan need to follow the exact format that is included in the attachment I or can we use our own format if it includes the information asked?	You may use your own format, but include all information requested in the template
Attachment I Disaster plan	Is it acceptable for providers to submit Disaster Plans in their organization's existing format, provided each requirement noted in Attachment I is included or is the expectation that providers will submit the Word document provided by DCS, amended to include our responses within that actual document?	You may use your own format, but include all information requested in the template
Attachment M Federally Selected Disallowable Expenses	Food, entertainment, incentives for youth and/or families participating in services is not allowed through these funds? When youth report to ERC, many do so without having dinner. While our organization provides a small meal, our ERC youth tend to need	All invoices should be for the delivery of the referred service, per the service standard guidelines.
Attachment M Federally Selected Disallowable Expenses	Can we submit for special circumstances for expenses disallowed?	All invoices should be for the delivery of the referred service, per the service standard guidelines.
Attachment M Federally Selected Disallowable Expenses	Are we allowed to be reimbursed for the cost of transporting youth to Evening Reporting Centers?	All invoices should be for the delivery of the referred service, per the service standard guidelines.
Attachment O Budget Worksheet E. Group Rate	We will have both Individual and Group Rates, how and where do we explain the rates for both?	You can explain both Individual and Group rates in section E.
Attachment O Budget Worksheet	What formula should we use to calculate the FTE?	FTE is an abbreviation for Full Time Employee
Attachment O Budget Worksheet	Will you offer an excel or editable form to complete the proposed budget or are we expected to re-create it in excel?	Attachment O has been updated to provide a fillable document.
Attachment P Background Check and Sample Spreadsheet	Can we use the sample personnel spreadsheet, or do we need to create our own.	You may use the sample to create the spreadsheet for your agency
Attachment P Background Check and Sample Spreadsheet	Should our agency include a background check spreadsheet with our proposal?	This is an optional attachment. It is not required.
KidTraks RFP	Evidence Based / Promising Practice Curriculum / Program What are you looking for exactly here? Would a list of evidence based practices we use fulfill this requirement?	This is an optional attachment in which you can demonstrate EBPs, curricula, or programs you intend to utilize to facilitate the service. While optional, it is recommended that available models and practices are provided.
KidTraks RFP	Does the Cost Proposal have a template. Should it be submitted as an attachment?	Any format provided will be reviewed.
KidTraks Financial System	Is there training available for those who receive a contract for both billing and monthly reports submission, as well as the KidTraks system as a whole?	Yes, training is available for newly contracted providers. There is also an invoicing resource page, found here: https://www.in.gov/dcs/providers-and-partners/

Supporting Documentation ("Attachments" tab)	<p>Could you provide some clarification and/or examples as to the differences between what specific items you are seeking for the following attachments for a proposed service: "[Service Type] Certification", "Evidence Based / Promising Practice Documentation or Curriculum," and "Specialized Populations Training, Certification, or Credentials."</p> <p>We realize some attachments are required and some are optional, but given the similarities between these three attachments, we want to be sure we're uploading the appropriate documentation under the correct attachment sections.</p>	The specific requests should be related to the service that is being proposed for. Some services require specific certifications (SUD and BIP are two examples). If proposals specifically state that a model or practice will be utilized, any documentation related can be uploaded as such.
General	Are there any funding guarantees or minimum award amounts for this contract?	No - Community Based Contracts are zero based
General	Given the importance of financial stability for planning and sustainability, would it be possible to establish a guaranteed minimum funding amount to ensure that we can provide adequate staff and resources?	No, DCS does not guarantee referrals for Community Based services
General	Is there a specific region or geographic area that would be prioritizing these services?	No - services are needed in all 92 counties and 18 regions
Business Proposal 2.3.7 Registration to do Business	Do you need to be an Indiana resident to establish an agency, or can someone from out of state also apply for the proposal?	Registration with the Indiana Secretary of State is required to do business in Indiana, and therefore to be a contracted provider with DCS. Please refer to this website regarding how to do business in Indiana: https://inbiz.in.gov/BOS/Home/Index