

Questions and Answers on RFP #1222 VF and RFP #1223VF
Submitted via email and at the Bidder's Conference on July 10, 2012

QUESTION		ANSWER
1.	Are programs supposed to have the capacity to serve 30 clients per month, or per day?	The figure of 30 clients per month was arrived at by the number of referrals that were sent by ECDSS last year, with a margin for increase built in. This only refers to the program involving the referrals for vouchers from ECDSS, and not ALL the programs offered by your agency. You may well see many more clients per day/month through other programs.
2.	What is the difference between questions 2 and 6 under "Technical Proposal?"	In the RFP under "Proposal Format and Content, Section 1: Technical Proposal" #2 states: <i>Demonstrate how the funding provided to provide Emergency Services will be used to <u>develop your agency's organizational capacity</u>. Organizational capacity refers to the ability of the Proposer and its staff to maintain a successful operation consistent with the outcomes of this RFP. .</i> "Developing Organizational Capacity" refers to the agency using the experience and skill gained in delivering the services requested to expand and improve as a service provider. #6 states: <i>Describe your agency's capacity for service</i> . This means explain how many customers your agency is able to serve in a way that meets the expectations for this RFP.
3.	What is required in a Quality Improvement Plan?	We do not specify. We are looking to see that your agency has some kind of internal monitoring system to assure quality service and compliance, and to identify problems early on, to correct them, and to use the knowledge gained to improve your service.
4.	What kinds of household supplies are referred to in the RFP?	It is up to the discretion of the referring worker to assess the emergency needs of the client, and identify them on the referral. The referral might be for food, diapers, clothing, prescriptions, or even furniture if that is what the worker feels is the presenting need.
5.	Would it be helpful if the proposing agency also ran a thrift store that could provide some of these items?	That is a useful fact to include in your proposal. It represents a valuable linkage that could benefit the clients. It is not REQUIRED, though, that the successful agency actually be able to provide the needed items. They only need to be able to refer the clients to a participating vendor with a voucher.
6.	Is the successful agency required to provide transportation to the store so that the can buy the necessary items?	No.