

**DEC #24-06 Access & Enrollment RFGA**  
**Questions & Answers**

Area	Questions	Answers
Scope of Work	<ol style="list-style-type: none"> <li>1. Service delivery times have shifted for both Access and Enrollment service delivery, but are different for each service area. Should we consider those new service delivery times as different on-purpose, proposed times, or required times?</li>   <li>2. Response times are noted as different for service areas. In one instance it says a response within 24 hours, and another XX hours. Is that on purpose? Are those hours business hours, and if not, are contractors expected to respond during weekend hours?</li>   <li>3. If we have a multi-year CBA with our union staff members, will we be given a window of time to renegotiate to incorporate changes to aspects of that agreement, such as business hours?</li> </ol>	<ol style="list-style-type: none"> <li>1. The time frame from 8:00 am to 6:00 p.m. for Service Area 1 Service Objective C, page 17, is correct. While the time frame for Service Area 3 Service Objective A, page 19, 9:00 am to 5:00 pm is not correct. The Service Area 3 time frame has been updated to align with the Service Area 1 time frame. 8:00 am to 6:00 p.m.</li>   <li>2. The 24 hours refers to the timeframe families need to be contacted to initiate their child care search. Please refer to Service Area 1, Service Objective B. page 17. The 24-36 hours will be updated to 24 hours to both initial contact and respond to families so that it is consistent. Please refer to RFGA DEC#24-06 Service Area 3, Service Objective B, page 19. DEC is aiming to standardize timelines and efficiencies for service delivery related to child care search and enrollment.</li>   <li>3. There is a consideration for a maximum of 3 months of planning and program implementation. Please refer to RFGA DEC#24-06 Scope of Work, Page 12.</li> </ol>
Submission Requirements	<ol style="list-style-type: none"> <li>1. Is there a page limit we must adhere to for the “Contracts (Both Public and Private)” section?</li>   <li>2. In Attachment C – Written Proposal, under the</li> </ol>	<ol style="list-style-type: none"> <li>1. There is no page limit.</li>   <li>2. The job descriptions of key staff, resumes of key staff and letters of reference do not count towards the 10-page limit.</li> </ol>

	<p>Organizational Capacity section, do the job descriptions of key staff, resumes of key staff and letters of reference all count towards the 10-page limit of that section?</p> <p>3. For the letters of reference, can we use the same letters for all 3 Service Areas?</p>	<p>3. Yes.</p>
<p>Budget</p>	<p>1. Are we required to submit a Cost Allocation Plan in the Excel file (Attachment D – Budget Proposal), in addition to describing it in Fiscal Capacity section, question b?</p> <p>2. Are applicants being asked to provide five-year budgets for RFGA 24-06 with the initial application, or a single year?</p>	<p>1. Yes, the submitted budget form should complement the description/narrative provided in Question B on the Fiscal Capacity section. The submitted budget form should be your agency’s actual allocation model/spreadsheet.</p> <p>2. No, a single year budget will suffice. The one-year budget will be used as a placeholder for the future years.</p>
<p>Scope of Work</p>	<p>1. Can you provide clarification regarding why the Administrative Cost in Service Area #3 is reduced compared to current ISA contracts?</p> <p>2. In regard to Service Area #1, Objective C: Can you define up to “two points of contact?” Would this be two individuals or two points communication maximum as a regulation to adhere to?</p> <p>3. In regard to Access &amp; Enrollment Technical Assistance &amp; Additional Support, Objective C &amp; F, Our existing system provides helpdesk component and community outreach to CBOs. Both provide technical</p>	<p>1. The Administrative cost in Service Area 3 reflects the scope of work required for RFGA DEC#24-06 and correlates to an increase in DEC’s internal capacity.</p> <p>2. Two (2) points of contact refers to two individuals.</p> <p>3. Help desk and community outreach are not requested in this RFGA.</p> <p>Objective C (page 22) refers to Access and Enrollment (A&amp;E) assistance to programs and families. DEC seeks to approve and accommodate unique A&amp;E family and program situations that may require technical assistance. Service Objective F (page 22) Refers to DEC’s requested participation in DEC</p>

	<p>assistance for their respective audiences. Are these both referenced in objectives C &amp; F?</p> <p>4. In current ISA system, we have a tiered model for service delivery, so higher needs families get greater care/support. Do you anticipate this system will continue?</p> <p>5. Our current Integrated Services Agreement includes fiscal intermediary services provided to the Department of Early Childhood – RFGA 24-06 does not mention this work – can DEC please clarify in which Service Area this work would be included, if at all, within the new RFGA 24-06.</p> <p>6. On a related note, services for administering Center MRA (Maximum Reimbursable Amount) child care payments fall under the current Fiscal Intermediary Services of the ISA – can DEC please clarify under what Service Area will the Center MRA work will be included in the new RFGA 24-06?</p>	<p>sponsored public events, DEC’s planning, reporting meetings and related activities.</p> <p>4. This RFGA#24-06 seek proposals that will advance the City and DEC’s progress towards achieving their strategic priorities. For a general description of services and approach, please refer to RFGA DEC#24-06 pages 13 and 14, as well as Appendix 1 and 2.</p> <p>5. Fiscal Intermediary is not part of this Access &amp; Enrollment RFGA DEC#24-06. DEC is seeking proposals that respond to the Access and Enrollment framework required in Service Areas 1, 2, and 3.</p> <p>6. DEC’s MRA-related payments are included in Service Area 3. Please refer to RFGA#DEC 24-06, page 20, Service Objective H.</p>
Scope of Work	Area 1 is the current Resource and Referral program, correct? Thanks!	Service Area 1 refers to providing families with child development, updated program vacancy information and best fit ECE program information. For more information about Service Area 1, please refer to RFGA DEC#24-06, page 16.
Budget	Area 3 is a \$38M proposition. The passthrough is outlined at \$37.7M, and admin is \$327K. Is it feasible to	RFGA DEC#24-06 requires proposers to apply for all three service areas with the intention of leveraging available funding to

	have merely \$327K admin dollar to handle all the work?	enhance and further advance efforts to support San Francisco families and children.
Submission requirements	What needs to be included with the LOI? Is there a required format?	Please refer to RFGA Section 7 Submission Requirement for more information.
Submission requirements	Sorry if I missed it, but how can you have more than one awardee, how would they split up the duties?	If more than one agency is funded, or a multi-agency collaborative proposal is submitted, proposers must articulate and agree to create a coordinated and seamless experience for families and programs across agencies
Scope of Work	Is this a regular RFP for open competitive process or are the current providers discontinuing service?	This is a regular RFGA open competitive process.
Scope of Work	If an organization is not an alternative payment agency, it would not be eligible for the CalWORKs-related services, correct? Thanks!	State regulations require that State approved Alternative Payment Programs administer CalWORKs funding. Please refer to RFGA DEC#24-06, page 27, MQ2 for additional information.
Scope of Work	Service Area 3 seems to focus on ensuring that quality administrative systems, leadership, and staffing is in place to support Service Areas 1 and 2 - yet there is a large amount of direct client payments in Service Area 3 - can you please explain what those payments will be?	DEC will issue payment authorizations related to Access and Enrollment services and to support program specific activities and DEC's priorities. Please refer to RFGA DEC#24-06 page 20.
Budget	What is the difference of Pass-through Funds between Service Areas 2 and 3?	Administration and pass-through amounts are an estimate. RFGA DEC#24-06 requires proposers to apply for all three service areas with the intention of leveraging available funding to enhance

		and further advance efforts to support San Francisco families and children.
Scope of Work	In what Service Areae would we expect to provide HelpDesk services to the Community...?	Help Desk and community outreach are not requested services in this RFGA DEC#24-06.
Scope of Work	<ol style="list-style-type: none"> <li>1. It appears that the total Administrative funding available in the RFGA 24-06 is \$1+million lower than the combined Administrative funding for the current ISA contract delivery across agencies – is this correct? If so, what services are being removed from the current contract to accommodate this shift?</li> <li>2. Should we submit 3 distinct letters of recommendation for each Service Area — 9 in total? Or the same 3 for each Service Area?</li> <li>3. Service Area 3 seems to focus on ensuring that quality administrative systems, leadership, and staffing is in place to support Service Areas 1 and 2 - yet there is a large amount of direct client payments in Service Area 3 - can you please explain what those payments will be?</li> </ol>	<ol style="list-style-type: none"> <li>1. Administration and pass-through amounts are an estimate. RFGA DEC#24-06 requires proposers to apply for all three service areas with the intention of leveraging available funding to enhance and further advance efforts to support San Francisco families and children.</li> <li>2. It is at the firm’s discretion; either option is acceptable.</li> <li>3. DEC’s will issue payment authorizations related to Access and Enrollment services and to support program specific activities and DEC’s priorities. Please refer to RFGA DEC#24-06 page 20.</li> </ol>