

STATE OF SOUTH DAKOTA  
OFFICE OF PROCUREMENT MANAGEMENT  
523 EAST CAPITOL AVENUE  
PIERRE, SOUTH DAKOTA 57501-3182

**Kinship Navigator**

**Questions and Responses**

**PROPOSALS ARE DUE NO LATER THAN JULY 12, 2023 BY 5:00 PM CDT**

RFP #8811

BUYER:  
Division of Child Protection Services

POC: Kirsten Smart  
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Q1: Can CPS tell us the total amount of funding available for the Kinship Navigator project?

**A1: The maximum budget for this consultant position will be \$60,000 including administrative costs.**

Q2: Can CPS tell us the amount of that total funding that is designated for the “concrete services” for kinship caregivers referred to on page 6 in Section 3.1.6?

**A2: South Dakota received \$200,000 from the Kinship Navigator Grant to be utilized from October 2021-September 2023. The state applied for \$200,000 again in FFY23. This grant has not yet been awarded.**

Q3: The length of the first grant period is 10 months (8/1/23 = 5/31/24). In the Cost Proposal, does CPS prefer to see a 10-month budget or a 12-month budget that would better reflect subsequent contract years?

**A3: The position will be a 12-month budget period going forward.**

Q4: Can CPS estimate the number of kinship caregivers to be served per year?

**A4: In FFY22, CPS assisted an average of 22 kinship families per month with concrete services. Additional families were provided referrals to community resources. From October 2022 through April 2023, there was a total of 223 kinship families served by the Kinship Navigator Grant.**

Q5: Section 3.2.4 (page 7) requires the contractor to “Establish information and referral systems that link (via toll-free access) kinship caregivers, kinship support group facilitators, and kinship service providers...”. Does this mean the state expects the offeror to establish a toll-free phone line for information and referrals, or can this be through a website (as referenced in 3.1.5, page 6) or web-based form with follow-up during normal business hours? If the State expects a toll-free phone line, is this expected to be staffed 24/7, 365 days a year?

**A5: Yes. The expectation would be that the toll-free hotline is staffed during regular business hours with a voicemail set up when the Navigator is out of the office.**

Q6: Section 3.4.2 (page 7) states, “Financial management, including management of multiple funding sources, separate from all other agency funding.” Does the State expect the awardee to keep a separate bank account for all funds from this contract?

**A6: Kinship Navigator funding requests will be approved by the vendor utilizing specific standardized criteria. Kinship Navigator will track all funding requests, approvals, and purchases. Kinship Navigator will send invoices and other required documents to the Department of Social Services to process payments.**

Q7: Section 3.4.8 (page 8) states that Offerers must “Provide telephone service, voice messaging service, e-mail access, internet access, and a general agency e-mail address.” Could the State clarify to whom these services and access must be provided?

**A7: The offeror must provide the Kinship Navigator position a phone, voice messaging, a computer, internet and email. The state will provide a non-state account login ID to access state resources.**

<p>Q8: Section 3.5 (page 8) – Is it a requirement for the Offeror to have experience working with the Department of Social Services if the Offeror has experience working with and has successfully contracted with another Department of the State of South Dakota (e.g., the Department of Human Services) and many other state agencies across the country?</p> <p><b>A8: No, it is not required. Please list any prior and/or current service contracts performed by the offeror's organization that are similar to the requirements of the RFP.</b></p>
<p>Q9: Section 5.2.3.2 (page 10) instructs Offerors to provide “A specific point-by-point response, in the order listed, to each requirement in the RFP as detailed in Sections 3 and 4. The response should identify each requirement being addressed as enumerated in the RFP.” For 3.3 (page 7), does the State want the Offeror to simply provide assurances that they will provide data and information and submit quarterly and end of the year reports, similar to the language in Section 3.4, or is the State seeking a more detailed response related to the items in Section 3.3?</p> <p><b>A9: The response should detail how the offeror plans to collect and provide data to the Department of Social Services.</b></p>
<p>Q10: Attachment A, Section 23 Indemnification (page 16) allows the State to engage attorneys and other professionals to defend the State of South Dakota, its officers, agents, and employees, or to assist Consultant in the defense at the State’s sole discretion and at the expense of Consultant. Will the State consider a limitation to the expenses that can be incurred by the Consultant or the addition of language that costs must be “reasonable”?</p> <p><b>A10: This is standard for all DSS contracts.</b></p>
<p>Q12: Attachment A, Section 24, Item A Insurance (page 17) requires the contractor to maintain occurrence-based commercial general liability insurance. Would the State consider allowing a contractor to maintain claims made insurance rather than occurrence-based insurance?</p> <p><b>A12: This is standard for all DSS contracts.</b></p>
<p>Q13: What are the background check requirements including criminal, state, and national registries, and drug testing?</p> <p><b>A13: See Attachment A. There is no expectation aside from the background check that the employer requires.</b></p>
<p>Q14: Will this be a cost reimbursement contract?</p> <p><b>A14: Yes.</b></p>
<p>Q15: Is it allowable for proposers to build a reasonable profit margin (return on investment) into their budget? If so, where should this be included in the cost proposal?</p> <p><b>A15: Yes. The proposal must include all costs which the vendor expects to incur and submit to be reimbursed to provide the services outlined in the RFP.</b></p>
<p>Q16: As a for-profit company, we strive to keep our overhead and administrative costs to a minimum. We find that due to our efficiencies of operation we are able to maintain a lower overhead percentage than many of our peers. Is there a limit to the amount of overhead and administrative expense that is allowable? Would we be allowed to bill the entire allowable percentage, just like other vendors, even if our actual expenses are less than that, as a management fee?</p> <p><b>A16: Yes. The proposal must include all costs which the vendor expects to incur and submit to be reimbursed to provide the services outlined in the RFP.</b></p>
<p>Q17: For Indirect/Administration costs, is it allowable for proposers to use the 10% de minimis rate of modified total direct costs as recommended in the Office of Management and Budget's (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in their budget? If so, where should this be included in the cost proposal?</p> <p><b>A17: Yes. The proposal must include all costs which the vendor expects to incur and submit to be reimbursed to provide the services outlined in the RFP.</b></p>
<p>Q18: The contract does not specify the unit or amount to be billed monthly. Will the vendor bill 1/12<sup>th</sup> of the annual contract amount or some other amount?</p> <p><b>A18: The contract amount is a maximum amount to be billed during the SFY24. The actual amount paid monthly to the offeror will be a reimbursement of costs associated with personnel costs</b></p>

(administration costs, employee salaries and benefits), operating costs (equipment and supplies, printing/publishing/postage, telephone/cell phone/internet, office supplies, insurances, staff travel) and any other expenses that are deemed necessary to perform the services outlined in this proposal.
Q19: How many families does the State project to be eligible for these services? <b>A19: All relative or fictive kin caregivers who are living in the state of SD will be eligible for services.</b>
Q20: What is the projected demand (number of families/kinship arrangements) to be served by region of the state? <b>A20: In FFY22, CPS assisted an average of 22 kinship families per month with funding for concrete services. Additional families were provided referrals to community resources. From October 2022 through April 2023, there was a total of 223 kinship families served by the Kinship Navigator Grant.</b>
Q21: Funding: Should the Funding Proposal be provided for the first twelve-month period or for the contract and possible extensions? <b>A21: 12 months</b>
Q22: 1.13. Length of Contract. What is the maximum number of years for the contract and renewals? Please explain if the contract is for one year and two additional years, or one year and three additional years. <b>A22: The contract will be issued for the period of (1) one year. There is an option for the state to renew the contract for an additional (3) three years based on performance and availability of funds.</b>
Q23: Interactions with clients. What is the expectation for interactions with the clients? In-person, virtual, telephonic or a combination of the three. What is the preference? <b>A23: The majority of contact with clients is telephonic or by email. The Offeror should include their ability to meet in person or virtually if circumstances warrant it in the proposal.</b>
Q24: Physical Location: Is there a need for a physical location within the State of South Dakota? <b>A24: Not required to submit a proposal.</b>
Q25: Our Company is based in another State. Can we bid on the project? Is there a preference for a South Dakota entity? <b>A25: Yes. The evaluators of the proposal shall conduct a comparative assessment considering the Offeror's familiarity with the project locale, which includes the Offeror's knowledge of the culture and population of kinship families in SD. The Offeror must document how they will meet the scope of the work remotely. This would include how the Offeror will promote community relationships and provide outreach/training to public and private agencies within SD.</b>
Q26: Credentials and Education: What are the needed credentials/education to fulfill required positions for Kinship Services? <b>A26: No required education is listed in the RFP. The state is seeking an Offeror that meets all of the expectations listed in 3.5 in the Request for Proposals.</b>
Q27: What is expected of the awardee for database or Applications? Does the Program expect the vendor to provide the database and Applications to manage data on served individuals? <b>A27: The kinship navigator position must be provided phone, voice messaging, a computer, internet and email access. The state will provide a non-state account login ID to access state resources.</b>
Q28: What is the age eligibility for the Program? <b>A28: No age restrictions. All relative or fictive kin caregivers who are living in the state of SD are eligible for services.</b>
Q29: Will a list of individuals served be provided by CPS to the awarded vendor? Is there an expectation that the awarded vendor performs marketing for the services? <b>A29: All relative or fictive kin caregivers who are living in the state of SD will be eligible for services.</b>
Q30: What is the expected method for invoicing? Per member per month, units (quarter of an hour or more)? <b>A30: Kinship Navigator funding requests will be approved by the vendor utilizing specific standardized criteria. Kinship Navigator will track all funding requests, approvals, and purchases. Kinship Navigator will send invoices and other required documents to the Department of Social</b>

**Services to process payments. From October 2022 through April 2023, there was a total of 223 kinship families served by the Kinship Navigator Grant.**

Q31: How much money is available in the Kinship Navigator Grant to be managed by the awarded vendor? Is there a minimum, maximum or expected spend per individual served? What are the amounts?

**A31: South Dakota received \$200,000 from the Kinship Navigator Grant to be utilized from October 2021-September 2023. The state applied for \$200,000 again in FFY23 and was approved. Criteria for funding approval will be developed and utilized by the offeror.**

Q32: Research was conducted on the South Dakota population involved in CPS. Please share the approximate numbers of South Dakota children who are in kinship placement currently and the last few years. What is the forecast?

**A32: The Kinship Navigator will assist both families within the child welfare system and outside of the child welfare system. Below is data specific to children in CPS custody.**

	Total Children placed with Kinship*
SFY 2022	525
SFY 2021	527
SFY 2020	491
SFY 2019	403

**\*Kinship: A relative, custodian, or individual not related by birth, adoption, or marriage but who has an emotionally significant relationship with the child and is available and has been determined to be qualified and in the best interest of the child. This may be a licensed foster parent who is a relative. Data is the total placements with Kinship as of June 30<sup>th</sup> of SFY.**

**In FFY22, CPS assisted an average of 22 kinship families per month with concrete services.**

Q33: References: What is the expectation for references? Three total references from current and previous contracts/services or three of each? Please clarify.

**A33: Please list any (at least three if applicable) prior and/or current service contracts performed by the offeror's organization that are similar to the requirements of the RFP.**

Q34: How many children fall under the Indian Child Welfare Act?

**A34: The position will assist kinship caregivers who are involved in the child welfare system and those who are not involved in the child welfare system.**