

Question and Answer Response

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	What is the minimum and maximum number of referrals we could anticipate each month?	Description of Services and Deliverables RFP Section 2.1, Page #7	The volume of referrals varies depending on the types of services provided and the number of individuals released each month. For the current providers we have contracts with, referrals per month typically range from 1 to 20.
2	What constitutes “when applicable” in progress reports to the Court? If so, what kind of info would be included?	Bidder Desired Qualifications RFP Section 2.3 c.), page #7	Progress reports typically include services provided, dates of service participation, and progress towards treatment goals if applicable. Progress reports are only required if they are requested by the Court, attorneys, or clients.
3	What kind of data will we need to collect for each referral?	Description of Services and Deliverables RFP Section 2.1, Page #7	The Court requires the following information to be collected for the purpose of invoicing: client name, client unique identifier (provided by Court), service delivery dates per client, and specific services provided per date per client.

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4	Is there an expected number of services to be provided per client?	Description of Services and Deliverables RFP Section 2.1, Page #7	The quantity and type of services vary for each client depending on their individual needs, risk factors, and court-ordered release conditions. The Court can require clients to participate in a certain number of services or participate in services for a specific duration of time. For example, the Court could require clients to participate in anger management classes for 3 months, complete 1 counselling session per week, complete a domestic violence counselling program, etc. The Court may also refer clients to contracted providers based on need in which case the Court defers to the provider regarding the frequency and duration of services.
5	What is the anticipated length of time we will have to serve each client pre-trial?	Description of Services and Deliverables RFP Section 2.1, Page #7	Typically, clients receive pretrial services for an average of 6-9 months, but the length of time varies for each client depending on individual needs, risk factors, court cases and types of services.

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6	What is the expected timeframe to respond to a referral with services?	Description of Services and Deliverables RFP Section 2.1, Page #7	The Court expects providers to respond to a referral within 24 business hours. That doesn't necessarily mean that services must begin within 24 business hours, but the Court expects providers to, at a minimum, have contact with the client within 24 hours and schedule their intake or first service appointment. The Court expects that after the initial contact within 24 hours, services begin within 5 business days. Those timeframes can vary depending on specific court orders and individual needs.
7	If we apply for multiple service offerings, (i.e. case management, therapy, parenting class, or peer support) do we assess and determine which service(s) a client would qualify for or would they be referred to us based on a specific service need identified by the court?	Description of Services and Deliverables RFP Section 2.1, Page #7	Both scenarios can occur. Individuals are referred to providers for specific services when the Court orders specific services as part of their release conditions, or when an individual requests a specific service based on their needs. Individuals are also sometimes referred to providers for assessments if that is a service they provide to determine which services are appropriate and will best address their needs. Referral processes for each provider are developed collaboratively during the contract negotiation process with the provider and the Court.

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8	Will our providers be asked to be part of the court process? (i.e. appear in court)	Description of Services and Deliverables RFP Section 2.1, Page #7	Providers are not typically asked to appear in court, but that could potentially occur. Judicial Officers may ask providers about treatment options to assist the Judicial Officers in making adjudicative decisions.
9	Is there a max award amount and are services reimbursed in a fee-for-service manner? If not fee-for-service, how are services reimbursed?	Payment Information RFP Section 3.0, Page #8 and Section 6.2 Cost Proposal, Page #11	There is a max award amount, but those amounts can be adjusted during the contract duration depending on the volume of referrals. Providers submit invoices to the Court on a monthly basis for services provided. Providers receive reimbursement based on submitted invoices only.
10	What therapist qualifications / licensure levels are required for counseling services? Could Trainee and Associate level therapists provide services to these clients?	Description of Services and Deliverables RFP Section 2.1, Page #7	It's possible that Trainee and Associate level therapists could provide counselling services. This would be evaluated during the proposal evaluation and interview process.
11	Can we include rates for administrative work, such as record prep, attorney collaboration, etc. or would only direct services and no shows be compensated?	Cost Proposal RFP Section 6.2, Page #11	Administrative costs can be included in the service rates. If administrative costs are expected to be reimbursed, they must be included in the cost proposal when the RFP response is submitted.

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12	How much time would we need to plan to spend on activities outside of therapy/direct services, such as document prep, attorney collaboration, etc.?	Description of Services and Deliverables RFP Section 2.1, Page #7	The Pretrial Program does not require attorney collaboration in provider contracts. Providers should plan to spend time completing required documents which include progress reports (if/when requested), invoices, and weekly enrollment reports to communicate which referred clients were successfully enrolled.
13	Will we have any sort of right of client refusal?	Description of Services and Deliverables RFP Section 2.1, Page #7	Right of client refusal can be determined during contract negotiation and should be clearly described in the provider's eligibility requirements.
14	What constitutes "Education"?	Description of Services and Deliverables RFP Section 2.1, Page #7	Education services can include assistance with GED completion, assistance with higher education enrollment, assistance with financial benefits related to education, and any other supportive services related to someone's pursuit of education.