1. According to the RFP, on page 26 of 27, Organizational Capacity, can you clarify the required information regarding item G. Customer Retention Rate?
	* N/A included in error.
2. According to the RFP, on page 26 of 27, Organizational Capacity, can you clarify what information is required regarding item M. an explanation sharing what makes the company better than other IT service providers?
	* N/A included in error.
3. According to the RFP, the award ceiling is $1,050,000 listed on page 10 under Intensive Front-End Diversion Model. What is the award ceiling for the Nonjudicial In Home Services?
	* The award ceiling is for both Intensive Front End Diversion Model and Safety Management/NJIHS
4. Other than page counts where identified, are there any other formatting requirements such as font size, margins, table of contents, cover page, etc.?
	* No. The proposal should be organized as outlined in Section III of the RFP.
5. Does the page limit include the project description for both services?
	* Yes, the page limit for organizational capacity, program design and cost proposal are applicable to both services.
6. Do you have a required template for the cost proposal?
	* Yes. The RFP Budget Template was posted to the website on 3/20/25. Be sure to complete both the Budget Template tab and Staff Narrative tab.
7. Do you want a separate cost proposal for each service – Intensive Front-End Diversion or NJIHS?
	* It is not necessary to submit a separate cost proposal for each service.
8. What is the process for disbursing flexible funds; will it be managed by FPOCF or an addendum to the contract?
	* The agreement resulting from this RFP will be a cost reimbursement contract. The provider will be reimbursed for up to 1/12 of the Flex Funds contracted amount.
9. Will the awarded respondent be able to request start-up funds to purchase IT equipment, cell phones and services for staff as part of this contract?
	* No, there are no additional start-up funds available for additional purchases.
10. Will the awarded respondent be responsible for costs associated with IT equipment, cell phones, and cell phone service?
	* Yes. IT and other needed equipment costs should be included in the submitted budget.
11. According to the RFP, Page 12 indicates the staffing pattern for the front-end diversion model. Will just one team/unit be funded to deliver these services in Orange County? Does the provider have the flexibility to determine the number of family specialists/care coordinators, based on the projection of serving a minimum of 15 children per month, referenced on page 11?
	* Bidders should plan on one team for Orange County. As the census changes FPOCF will address needed resources.
	* No. Bidders should respond to the specific criteria outlined in the RFP.
12. According to the RFP, Service-delivery for both front-end diversion and NJIHS includes Family Team Conferences. Is the expectation that the provider be trained and use FTC to fidelity, or can similar Family Team Meetings/group decision-making be utilized?
	* The provider is expected to utilize Wraparound, Family Team Conferencing, or other evidenced based family engagement process with fidelity.
13. According to the RFP, Page 13 references a needs assessment. Does the provider have flexibility in determining the most appropriate assessment tool?
	* Yes, the provider has flexibility in the assessment tool selection.
14. According to the RFP, Page 15 states that FPCOF will implement one NJIHS unit. Can you please confirm the expectation that one unit, consisting of 1 Supervisor, 6 Safety Specialists, and 1 Family Support Worker, will serve all three counties?
	* The provider shall implement one unit consisting of 1 Supervisor, 6 Safety Specialists and 1 Family Support Worker to serve all three counties. As the NJIHS census increases, FPOCF will address needed resources.
15. Are Family Specialists/Care Coordinators (front-end model) and Safety Specialists (NJIHS) the equivalent of a Case Manager? On the front-end model, are these positions required to be certified through Florida Certification Board?
	* Yes. Family Specialists/Care Coordinators and Safety Specialists are required to maintain Child Protection Certification.
16. What is the length of the contract for this RFP?
	* The contract resulting from this RFP will extend for three years with the option of three one-year renewals.
17. How many budget periods should we include in the contract?
	* Bidders should submit a one-year budget for FY 25-26. New budgets will be reviewed and amended into the contract annually.
18. The budget template reflects a 9-month budget. Do we need to prepare a budget for each 12-month budget period for the length of the contract?
	* A 12-month budget should be submitted as part of the RFP.