

# QUESTIONS AND ANSWERS

## HUMAN SERVICES DEPARTMENT STUDY

RFP No. 2125

CONTACT: PIERCE COUNTY PROCUREMENT & CONTRACT SERVICES

DATE OF ISSUE QUESTION AND ANSWER: **Tuesday, January 8, 2019**

**To all Proposers:** Attention is called to the following items which shall be added to, deleted from, or revised from the CONTRACT DOCUMENTS for Pierce County Request for Proposal No. 2125, thereby incorporating the addendum as part of the CONTRACT DOCUMENT

No.	VENDOR QUESTIONS	COUNTY RESPONSES
1	RFP#2125, Page 5, Submittal Checklist: Is there a preference on the order the proposal is written? Does it need to go in order of the Submittal Checklist?	In order would be preferred.
2	RFP#2125, Page 5, Submittal Checklist: The checklist indicates the proposal must include "References listing customers with contracts for similar services". Is there a preferred number of references?	Three to five references.
3	The timeline for the field work required for this study is very short. With the contract start date likely to be March 1, that only leaves four months to perform the field work and prepare the draft report by June 28, 2019. Is there any flexibility in the date for the draft report? For example, could the draft be delivered on July 31, 2019 instead? This would still allow 6 weeks for comments and changes between the draft report and the delivery of the final report on September 15, 2019.	The timeline is currently not expected to be changed.
4	The original email we received indicated Request for Proposal Number 2096, yet the document title page indicates Requests for Proposal Number 2125. Which of these is correct and should be used on our proposal?	RFP No. 2125

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5	Regarding Scope of Work, Item 1: Please define what makes a jurisdiction "similar." What parameters are most critical (e.g., geographic coverage, constituent population, annual budget, services provided, etc.)?	Similar would be types of jurisdiction, with similar sizes and programs, preferably in Washington State.
6	Regarding Scope of Work, Item 1: Which outcome-based metrics and outcomes are most important to you? Are you expecting improvement in these metrics in concert with the improvements associated with Scope of Work items 3, 4, 6, 8, and 9?	Metrics related to the services provided by Pierce County Human Services.
7	Regarding Scope of Work, Item 1: Are there any specific jurisdiction(s) that you believe must be included in this study?	Similar would be types of jurisdiction, with similar sizes and programs, preferably in Washington State.
8	Regarding Scope of Work, Item 1 and 2: These items appear to present a desire to benchmark with other organizations. To what degree are you open to benchmarking with organizations other than county-level Human Services Departments? What limitations to choosing benchmarking partners would you see most important?	Pierce County would prefer benchmarking against other counties in Washington due to the similarity of services and funding.
9	Regarding Scope of Work, Item 2: Are there any specific County Human Services Departments you desire to include in this item? If so, do you have contacts within those organizations? Which Departments are they?	Yes, those which are similar to Pierce County in size, population and services offered.

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10	Regarding Scope of Work, Item 1 and 2: Is it important that the jurisdictions/Departments chosen be others in the State of Washington? If so, do you have a preference?	Yes, those which are similar to Pierce County in size, population and services offered.
11	Please provide an overview of the project structure of Department personnel such as Project Sponsor, Primary Stakeholders, Project Manager, and other Department participants.	Senior project sponsors, managers and stakeholders are in the Finance and Performance Management Department.
12	To what degree do you see Department staff participating in this project?	Department staff will be involved as needed to provide information.
13	To what degree do you see non-Department service providers and grantors participating in this project?	Not anticipated - may require minimal participation to validate or provide information.
14	To what degree do you see service recipients (i.e., customers) participating in this project?	Not anticipated.