

APPLICANT QUESTIONS AND ANSWERS
Food Stamp Quality Control and Improvement
R-89-17-0871
Q & A period: January 22, 2008-February 4, 2008
Final Question and Answer Document

Sara Lichtin Boyd, Senior Project Manager
Ohio University's Voinovich School for Leadership and Public Affairs

Q1. Could you please state the budget for the RFP? If the target budget is confidential could you please indicate a range? If both current budget and range are confidential, could you please give the budget for any project this similar in its entirety or that has similar components to those outlined in this proposal?

A1. ODJFS will not reveal that purposed budget for this project. ODJFS encourages each interested vendor to thoroughly review the project and base their estimated cost proposals based on current industry standards.

Q2. Please provide the names of all organizations who received notice of this RFP directly from ODJFS?

A2. As stated in RFP Section 1.7, Internet Question and Answer Period (See RFP Amendment #1), this vendor Q&A process is offered for the purpose of permitting vendor questions regarding this RFP, and must reference a specific, relevant part of the RFP under question. This request is not a request for clarification of anything in the RFP, but may be submitted as a Public Records Request (PRR). See Section 1.8 Communications Prohibitions for further information.

Stephen L. Tracy, CEO
The Rushmore Group, LLC

Q1. How many QC reviewers are employed by ODJFS? Are they centrally located? If not, where are they physically located? What is the supervisory structure for QC reviewers?

A1. ODJFS currently has thirty-three reviewer positions, thirty-one of which are currently filled. These positions are located in five different districts: Columbus, Cincinnati, Toledo, Cleveland and Canton.

***Supervisory Structure:* There are six direct supervisors over the thirty-three reviewer positions and two managers over the six supervisors. The two managers review all error findings before transmission. There is one Section Chief over the two managers.**

Q2. Section I. General Purpose & Vendor Information 1.3 QC Policy Review on Page 2, states there were approximately 400 cases cited in error in FFY2007. Does this number include both active and negative reviews? What is the approximate breakdown for Active and Negative Errors?

A2. All reviews are now complete for FFY2007. ODJFS had 413 active errors and 79 negative. ODJFS completed 810 negative error reviews in FFY2007 and 3,348 active error reviews.

Q3. Section I. General Purpose & Vendor Information 1.3 QC Policy Review on Page 2 states the review will include the year to date errors for FFY2008. As of this date, what are the numbers of Active and Negative QC errors?

A3. As of February 5, 2008 there are 26 active errors out of 578 completed reviews, and 13 negative errors out of 160 reviews.

Q4. Will the error cases be provided to the contractor in an electronic or paper format?

A4. All error cases from January 2008 to present will be sent electronically, all other error cases (FFY2007 up to January 2008) are currently in paper format; however, could be scanned and sent if preferred by the selected vendor.

Q5. Section I. General Purpose & Vendor Information differentiates between QC Policy Review and Implementation and Policy Review and Implementation. Are we correct that the Policy Review and Implementation is to be directed at reviewing Food Stamp Program policies, procedures, rules, and transmittals as opposed to QC policies and procedures?

A5. The main focus of this RFP is Quality Control (QC) Improvement; however, we believe the QC review may lead to a Food Stamp policy and procedures review based on common identified errors. Therefore, depending on the review findings we believe policy review and implementation may be necessary in both spectrums of the program; however, the focus is again on the QC area.

Q6. Section I. General Purpose & Vendor Information 1.3 QC Policy Implementation on Page 3, states the vendor will be required to develop up to six trainings for state and county staff on the selected training. Section III. Scope of Work and Specifications of Deliverables 3.3(B) QC Implementation states up to two trainings, 3.3(D)(1) Policy Implementation states up to two trainings, and 3.3(D)(2) Policy Implementation states up to two regional trainings, are these the six trainings referenced under QC Policy Implementation?

A6. That is correct. There would be six possible trainings in total: 2 – State QC Implementation, 2 – Policy Trainings and 2- Regional Trainings. As changes occur ODJFS would assess the need for these trainings and determine the necessity at that time; however, at most it would be six trainings.

Q7. Are the two sessions referenced in 3.3(D)(2) on Page 9 to be directed at eligibility supervisor and/or workers?

A7. Yes, if needed these trainings would be for the county eligibility workers and/or eligibility supervisors.

Q8. Section II. Vendor Experience and Qualifications 2.2(1) on Page 5 states the vendor will provide "documentation of at least two, but not more than four similar sized projects completed by lead project staff." Section V. Proposal Format & Submission 5.2(B)(2)(b) on Page 19 states "The vendor should include information on the relevant experience of the vendor including any subcontractors; and any prior experience relevant to this RFP, as described in Section 2.2, of this RFP. Is a description of the project considered documentation?"

A8. Previously completed project descriptions would be considered documentation provided the participation and relevant experience of the lead project staff has been identified.

Q9. Section III. Scope of Work & Specifications of Deliverables 3.3(C)(5) on Page 8 states the vendor will "review and assess benefit issuance timeliness in accordance with state and federal regulations, specifically expedited processing". What is the current timeliness percentage for ODJFS? In addition to gathering the information during the QC process, does ODJFS gather and report on timeliness using data entered into CRIS-E?

A9. In 2007 the timeliness percentage for ODJFS, based on the QC review, was 87.08%, and in 2008 to date the percentage is 95%. Currently ODJFS does not use CRIS-E to gather or report on timeliness.

Q10. Section IV. Conditions and Other Requirements 4.1 on Page 9 states "Proposals must list any current contracts the vendor has with State of Ohio agencies". Does this include contracts with a county ODJFS office?

A10. No, this does not include contracts with any Ohio County Department of Job and Family Services(CDJFS).

Julie Osnes

Julie Osnes Consulting, LLC

Q1. If one company does not fulfill both pieces of the scope of work, Quality Control and a comprehensive Food Stamp policy review, would ODJFS select two vendors - one for QC and the other for the policy scope of work?

A1. ODJFS will be selecting one vendor for this RFP. Please note the main focus of this RFP is QC Improvement; however, we believe the QC review may lead to a

Food Stamp policy and procedures review based on common identified errors. For example, if the vendor determined a timeliness issue was consistently being found, the agency would expect the vendor to research why this issue was occurring. If it was because the rules or process established to address timeliness were too restrictive the agency would expect the vendor to supply recommendations for change.

Q2. Is it possible to submit a proposal for the Quality Control scope of work only?

A2. No, we will need a comprehensive proposal for both the quality control and food stamp pieces. If you would like to submit a joint proposal or coordinate with a sub-contractor that is allowable. However, again please note the main focus of this RFP is QC Improvement. The agency believes the QC review may lead to a Food Stamp policy and procedures review based on common identified errors. Therefore, depending on the review findings we believe policy review and implementation may be necessary in both spectrums of the program and would want a proposal to include information on addressing both of these issues.

Q3. The RFP mentions background checks. Should background check results be supplied with the proposal or are they requested by ODJFS on a case-by-case basis?

A3. Please disregard the background check reference in section 3.2 C, this piece was inadvertently included in this RFP. However for this or any competitive procurement, ODJFS may, at its discretion, check references of possible contractors prior to final announcement of any contract or grant award.

**This concludes the final Q&A document for
RFP #R-89-17-0871**