Questions & Answers Log

	Section Reference	Question	Answer
1	Section I-4 A. and B. General Information	Is this open to all child care facilities in Pennsylvania? or just certain regions?	Request for Applications ("RFA") 21-21 is open for public bid. DHS intends to select one applicant in each of the 19 service regions, which comprise the entirety of the Commonwealth. Potential applicants interested in applying to become an Early Learning Resource Center ("ELRC") must review the RFA by going to the Department of General Services website at http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=RFA%2021-21.
	Section Reference	Question	Answer
2	Section I-4 A. and B. General Information	How is the grant amount calculated? Is it based on enrollment or gross income for the center?	The total grant amount is the cost proposed by the selected applicant for providing the services required by the RFA. DHS will evaluate the proposed cost in accordance with Section II-4.B of the RFA. Please note that this RFA is not a child care grant like the Work Force Support Grant issued to child care providers by the regional ELRCs. Rather, DHS is seeking grantees in each service region to serve as the ELRC for the region.
	Section Reference	Question	Answer
3	Section I-4 A. and B. General Information	Is this grant applicable to us?	Refer to answers to questions 1 & 2.

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	Section Reference	Question	Answer
4	Section I-4 A. and B. General Information	Is this a grant opportunity for new centers that are opening or is a grant opportunity for existing centers to utilize?	Refer to answers to questions 1 & 2.

	Section Reference	Question	Answer
5	Cost	Is there a budgeted amount that is allocated per region? I cannot seem to find it.	The RFA does not include this information as it is not necessary to prepare a response to this RFA.

	Section Reference	Question	Answer
6	Section I-4 A. and B. General Information	I was just wondering if you could tell me what the-request for application form- is that I received?	Refer to answer to questions 1 & 2.

	Section Reference	Question	Answer
7		I run a licensed home day care. Is this intended for us?	Refer to answers to questions 1 & 2.

	Section Reference	Question	Answer
8		I recently received an email about an opportunity to work with ELRCs in Pa. I am interested in knowing more about this.	Refer to answer to questions 1 & 2.

	Section Reference	Question	Answer
9		Will electronic signatures – such as Adobe sign – be acceptable for the RFA 21-21 submission?	Yes.

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	Section Reference	Question	Answer
10		I had to cancel my registration for the webinar due to a family emergency. Will there be a recording or another date that I can attend?	There is no recording or secondary date. The PowerPoint presentation from the Pre-Application Conference is available as part of Addendum 1.
	Section Reference	Question	Answer
11	III-3.C Qualifications	Is the ELRC Director the only Key Position where the job description and resumes are needed?	Yes, applicants must submit a job description and resume for the ELRC Director. For non-ELRC Leadership positions, applicants must submit position descriptions and minimum qualifications, but are not required to submit a resume.
	Section Reference	Question	Answer
12	Section I-6, Method of Award includes the following language	After final evaluation of applications, if it is determined to be in the Commonwealth's best interest, the Commonwealth may request that Applicants submit integrated solutions for any combination of ELRC Regions for which they submitted an application. Is this section intended to refer to applicants who have successfully bid on 2 or more ELRC regions; or does it simply refer to any applicant who has submitted an application for more than one region?	Please see revised language to this section in Addendum 4.
	Section Reference	Question	Answer
13		Is the ELRC Director the only Key Position where the job description and resumes are needed? If not, would you please clarify what the Key Positions are?	Refer to answer to question 11.

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	Section Reference	Question	Answer
14		Please clarify the statement on page 48, Section III-6: I:3 (Customer Service Transformation: A Consolidated and streamlined digital footprint), "The selected Applicant(s) must use the PA.GOV domain for proposed websites. By using PA.GOV, citizens and Business Partners will know that they are utilizing official services from the Commonwealth" Does this mean that the applicant's must utilize a pa.gov website, instead of their own website? Who would have the ability and responsibility to create, edit, and maintain this website if it is a pa.gov site?	Yes, proposed websites must use the pa.gov domain. It is the selected applicant's responsibility to create, edit, and maintain the website. DHS will assist the selected applicant in obtaining a pa.gov domain as needed.

	Section Reference	Question	Answer
15	III-5. Work Plan and the OCDEL Procurement Library	Please clarify on page 35, Section III-5: D:2: b (Support for ECE Provider: Case Management) "ELRC FCC support staff are expected to perform the following responsibilities, including but not limited to…": The tasks identified cross over CCW, STARS, PDO & career pathway, the Leading for Change Project, and supporting additional FCC needs. Is it OCDEL's intent that this be one person whose job is all of these tasks? Or could the tasks be divided across multiple staff?	There is no required approach to performing these tasks. Applicants should describe how they plan to implement the scope of the requirements/tasks/work and demonstrate their planned approach and processes for successful implementation for the specific region(s) being applied for. Additionally, applicants are encouraged to use resources in the OCDEL Procurement Library to assist in responses.

	Section Reference	Question	Answer
16	I-7 Type of Agreement	For Appendix I and J do we need to sign and submit with the application or is our signature on the RFA Cover Page sufficient in that we agree to abide by these two appendices?	No, Appendices I and J do not need to be signed and submitted with the application. These appendices will become part of the resulting grant agreement between DHS and the selected applicant for each region.

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	Section Reference	Question	Answer
17		For Appendix C if we have no Proprietary Information, do we need to acknowledge this on the Appendix and submit or if we do not submit is that recognized that we have no Proprietary Information?	If there is no Proprietary Information, Appendix C must be signed and submitted. Applicants who do not believe their applications contain such information may indicate that on page two of the Appendix.
	Section Reference	Question	Answer
18		Is a response requested in III-6 Requirements M. Monitoring? There is no Applicant Response highlighted or is this an oversite in the RFA?	Yes, an applicant response is required for Section III-6 M. Monitoring.
	Section Reference	Question	Answer
19		For the technical submittal total points, can you explain the weight of the 4 criteria to equal 75% total points? Are they weighted equally or what is the weighted percentage of each? Referencing page 16-17 of RFA	This information is not needed to prepare a response for this RFA.
	Section Reference	Question	Answer
20		As an incumbent agency for the current ELRC grant, if our subcontract ended following the set agreement terms of two years, does that need to be disclosed in the company overview? Referencing page 20 of RFA.	If a two-year subcontract merely expired at the end of the two-year term and there were no performance issues, then there should not be a need to disclose this subcontract. However, if the subcontract was cancelled or terminated for lack of performance, the Applicant must provide details on the customer's allegations, the Applicant's position relevant to the allegations, and the final resolution of the cancellation or the termination, pursuant to Section III-3.A of the RFA.

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	Section Reference	Question	Answer
21	Part III-3. Qualifications. C. Personnel.	For this project are ELRC's only required to have one ELRC Leadership position or is it up to the applicant to determine the ELRC Leadership positions (ex ELRC Assistant Director – is that ELRC Leadership or non-ELRC Leadership as defined in the RFA?) Referencing page 20 of RFA.	"ELRC Leadership" is defined by OCDEL as the ELRC Director. The exact position title of ELRC Leadership may differ from that listed. Applicants should not propose any other ELRC Leadership positions. Please refer to Addendum 4 for revised language for this section of the RFA. Applicants may propose additional non-ELRC Leadership positions. Using the example provided in this question, the applicant may propose "ELRC Assistant Director" as a non-ELRC Leadership position. The applicant should provide the same information for this position as is required for the non-ELRC Leadership positions listed in the RFA.
	Section Reference	Question	Answer
22		For service costs such as Certification Regulatory Referrals and those related PD and TA costs, will there be separate quality funds outside of Family Support Services (FSS) funding to cover these types of service expenses as there are currently for ELRCs?	Service costs for Certification Regulatory Referrals and the related professional development (PD) and technical assistance (TA) costs for Certification referrals will be funded through this RFA. Any costs associated with services outlined in this RFA must be included in Appendix H, Cost Submittal.
	Section Reference	Question	Answer
23		On the Cost Submittal Instructions under Cost Verification Tab #6 it states if the Applicant has a higher federally negotiated indirect cost rate, they must submit documentation verifying that rate as part of the application. Can you explain a higher federal rate than what? (What rate is it referencing if you are higher than?)	Refer to section 200.414 of the Code of Federal Regulations, Part 200 - Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.

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	Section Reference	Question	Answer
			Any non-Federal entity that does not have a current negotiated (including provisional) rate may elect to charge 10% or less than the modified total direct costs which may be used indefinitely. No documentation is required to justify amounts up to or at the maximum 10% de minimis indirect cost rate. https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200
	Section Reference	Question	Answer
24	Appendix D - ELRC Leadership Individual Questionnaire	In regard to the Leadership Questionnaire for ELRC it states as a reference we cannot use a DHS staff. Is that only staff directly employed by the State under DHS? We could use someone employed by a grantee, contractor or other Non DHS State agency but not directly employed by DHS?	Please refer to the revised language for this section of the RFA in Addendum 4. Applicants may not use staff directly employed by DHS or staff employed by the Berks County Intermediate Unit PA Key.
	Section Reference	Question	Answer
25		Regarding the Keystone Login information references on pages 45-48 of the RFA, can you please provide more explanation if there will be a cost associated to the ELRC for this project and what the ELRC's roles will be in this project regarding Keystone Login? Ex: What staff roles are anticipated that will be working on this? Is there an estimated amount of time per staff to be involved for this process?	There is no charge for the Keystone Login, however, because the system login application is internet/web based, it is expected that applicants possess the necessary computer equipment, internet access, and firewall protections/security protocols to securely access the Keystone Login.

The role of the ELRC is described in the RFA. It is the responsibility of each Applicant to propose its approach, including staffing, to providing the services set forth in this RFA.

Any costs associated with services outlined in this RFA must be included in Appendix H, Cost Submittal. |

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	Section Reference	Question	Answer
26		How is the Keystone Login different from the current Business Partner accounts ELRC's currently have?	There will be no change to existing Business Partner accounts.

	Section Reference	Question	Answer
27		How is the Keystone Login different from the Community Partnership access for assisting clients in COMPASS?	There will be no change to existing Community Partnership access.

	Section Reference	Question	Answer
28		Can you give a definition (examples) on the following Cost Submittal Terms: 　　Direct Labor Costs 　　Labor Overhead 　　Consultant Cost 　　Subcontract Cost	Refer to Code of Federal Regulations, Part 200 - Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards. https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200 **Direct Labor Costs.** Direct labor costs include, but are not limited to, to the total cost incurred by the ELRC grantee for paying the wages/salaries of employees of the ELRC who will be administering or performing the functions of the ELRC agreement, such as, but not limited to, staff who will be providing or overseeing Child Care Works or Keystone STARS services like the ELRC Director, CCW eligibility specialists, and KS quality coaches. **Labor Overhead.** This includes, but is not limited to, costs associated with employee benefits, paid time off, health care costs, retirement plans, background checks, Mandated Reporter training (if taking the fee-

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based training), cafeteria plans, and similar costs.

Consultant Cost. This includes, but is not limited to, the costs associated with hiring (and not on the ELRC employee payroll) an individual or agency to provide consulting services to the ELRC or to the child care providers within the region, such as, but not limited to, a Child Care Health consultant, Child Care Business Consultant, Playground Safety Consultant, coach consultant, customer service trainer, subject matter expert, or   legal, security, or systems consultant.

Subcontract Cost. This includes, but is not limited to, the costs associated with subcontracting the services set forth in the RFA to a separate individual or entity. Additional, allowable subcontracts include, but are not limited to:
- Community of Practice (CoP) supports
- Shared Services Supports
- Regulatory Referral
- Peer to Peer Mentoring
- Specialty Technical Assistance- classroom arrangement, classroom supervision, developmentally appropriate practices, etc.
- Specialty Technical Assistance to support providers with limited English proficiency.

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	Section Reference	Question	Answer
29	Part III-3 C. Personnel.	Second paragraph, OCDEL defines ELRC Leadership as the ELRC Director and further describes non-ELRC Leadership positions to include CCW Eligibility/Keystone STARS manager, Financial/Budget Manager. Provider/Quality Manager. Page 21, Paragraph 3 and 4 requests that the applicant identify three references, Appendix D, for each ELRC Leadership position. Question: Is the applicant required to submit client references for OCDEL defined ELRC Leadership (ELRC Director) <u>only</u> or Is the applicant required to submit client references for OCDEL defined ELRC Leadership (ELRC Director) <u>and</u> Key Personnel whom may be considered non-leadership by OCDEL definition?	References apply to ELRC Director only.

	Section Reference	Question	Answer
30		Please describe the process for submitting a 'sealed submittal electronically'.	Refer to Sections I-14.A and I-14.B of the RFA.

	Section Reference	Question	Answer
31	Part III-3 Qualifications C. Personnel.	"The ELRC Leadership as defined by OCDEL is the ELRC Director". Please confirm that references are only needed for the position of ELRC Director and that no references are needed for non-ELRC Leadership positions such as ELRC Assistant Director, Financial/Budget Manager, CCW Eligibility Manager and Provider/Quality Manager.	Refer to answer to question 29.

	Section Reference	Question	Answer
32		The financial statements and the Dun & Bradstreet comprehensive reports will be provided as PDFs and will each be more than 100 pages in length. Can the financial statements and the Dun & Bradstreet comprehensive reports be submitted via PDF attachments to a separate email or do they need to be incorporated into the body of the Technical Submittal under Part III; III-4?	The financial statements can be an attachment.

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	Section Reference	Question	Answer
33		Can the RFA applications be submitted outside of typical business hours or can they only be submitted during typical business hours?	The applications may be submitted at any time, including outside of regular business hours, before the application due date and time.
	Section Reference	Question	Answer
34		Must the applicant specify the address of the physical office location within the application or can the applicant specify that the office requirements will be met at a later date if the office hasn't been established yet?	Specific information should be included in responses as much as possible but if it is not available, you should respond with as much detail as possible on how this requirement will be met.
	Section Reference	Question	Answer
35		If the applicant identifies a Leadership Team, would the Reference requirement extend to the team or only to the ELRC Director?	Refer to answer to question 29.
	Section Reference	Question	Answer
36		The selected applicant will be required to use FindChildCarePA.gov to assist families. This does not appear to be a valid URL. Is it currently private or not developed yet? Will the applicant have access to review it prior to applying?	The URL was incorrect. The correct URL is www.findchildcare.pa.gov.
	Section Reference	Question	Answer
37		Is there a minimum requirement for the main physical office location to be open to the public or is this based on the region's need?	Applicants must respond how they will establish and publicize a schedule at the primary and satellite office locations where families and providers can access information, person-to-person communication, and schedule in-person meetings. It is required that selected applicants have at least one physical location and have flexible office hours based on the needs of their region. There are no minimum requirements for office hours.

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	Section Reference	Question	Answer
38	RFA 21-21 ELRC.pdf page 46-48 and Keystone_Login_Developer_Guide_v2-12_Public.pdf page 7	As the ELRC (contractor), are we expected to create / develop online application programs that will be hosted at http://myagencyapp.pa.gov? (**myagencyapp** being our agency name)	All pa.gov URL's must be approved by Commonwealth Digital Directors for all environments (e.g., development, test, stage, production etc.) It is our desire to host the system in Health and Human Services Delivery Center ("HHSDC") Azure government subscription.

	Section Reference	Question	Answer
39	RFA 21-21 ELRC.pdf page 46-48 and Keystone_Login_Developer_Guide_v2-12_Public.pdf page 7	If they are to develop application programs using web-based programming development tools, what would the scope of the application(s) be?	With respect to the Keystone Login, this provides "Authentication" services for Commonwealth staff/contractors/business partners as well as citizens a unified login for any system in the Commonwealth. It is expected that the application will have appropriate "authorization" based on roles and capabilities.

	Section Reference	Question	Answer
40	RFA 21-21 ELRC.pdf page 46-48 and Keystone_Login_Developer_Guide_v2-12_Public.pdf page 7	Can this be an informational HTML web page to direct our clients and providers to all ELRC and Commonwealth applicable services?	This would be based on business/program office approval but could be a simple HTML page. Please note that any URL must be approved by a Commonwealth Digital Director as per Commonwealth standards.

	Section Reference	Question	Answer
41	RFA 21-21 ELRC.pdf page 46-48 and Keystone_Login_Developer_Guide_v2-12_Public.pdf page 7	Upon a visit from our client to our digital presence http://myagencyapp.pa.gov, Is the client required to log in using a Keystone Login?	If the information is for public consumption and not specific to individual identity or role, then login is not needed. If users (staff/contractors/business partners/citizens) must login to the application for any reason, based on Commonwealth policy, it must use

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		the Keystone Login for authentication and data collected must comply with Commonwealth data security standards based on data classification.
	Section Reference	**Question**	**Answer**

	Section Reference	Question	Answer
42	RFA 21-21 ELRC.pdf page 46-48 and Keystone_Login_Developer_Guide_v2-12_Public.pdf page 7	If ELRC (contractor) is required to provide Tier 1 technical support to clients and providers for Keystone Login, will training be provided for use of the admin portal and the VPN connection?	Yes, the developer and user guides are available.
	Section Reference	Question	Answer
43	RFA 21-21 ELRC.pdf page 46-48 and Keystone_Login_Developer_Guide_v2-12_Public.pdf page 7	If we will be provided http://myagencyapp.pa.gov, as a place to host a web site / application, will email addresses be provided for agency staff or will the applicant host them separately?	All Keystone users must have an email address: on "authentication," Keystone Login will provide a user profile. Please refer to Keystone Login developer guide, available at http://keystonelogindevelopers.pa.gov/.
	Section Reference	Question	Answer
44		In I-19, does "services valued at least at 50% of the total agreement cost" mean at least 50% of the administrative costs (excluding subsidy costs that go directly to providers)?	Please refer to Addendum 4. Section I-19 means selected prime applicants must provide services valued at least at 50% of the total agreement cost for the fixed monthly fee.
	Section Reference	Question	Answer
45		At the pre-application conference webinar, Appendix K was referenced in the discussion of CPP. The materials include Appendices A through J, but no Appendix K. Will that be released at a later date, or is it a different appendix?	There is no Appendix K. CPP is in Part V of the RFA.

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		Question	Answer
	Section Reference	Question	Answer
46		On the Cost Verification Worksheet, under Direct Labor Costs, Year 1 wants to calculate the labor costs using salary and FTE. However, years 2 through 5 is asking for hourly rate and # of hours. Which option should be used for all 5 years to calculate labor costs?	Please see the Revised Cost Submittal Worksheet attached as part of Addendum 4. The Cost Verification Worksheet tab in the Cost Submittal Worksheet has been updated and are the same for all five years.
	Section Reference	Question	Answer
47	Section 34 Insurance	Comprehensive crime insurance in an amount of not less than $5m per claim. We need specified what crime coverage is required. We have employee dishonesty and Fiduciary Liability. What else is required? The $5m per claim seems excessive. We would like more clarification.	Generally, comprehensive crime insurance is intended to provide coverage for various types of theft, fraud, forgery, and similar crimes. Your insurance broker may have information available concerning coverage afforded under the comprehensive crime insurance policies they offer. Please note that the insurance is not required prior to submission of an application; rather, the insurance will be a requirement of the agreements awarded as a result of this RFA. DHS will work with the selected Applicants as needed to address any questions concerning insurance. DHS cannot answer questions about the sufficiency of an applicant's specific policies at this stage of the procurement process.
	Section Reference	Question	Answer
48		In the Keystone STARS section is the caseload of 75 inclusive of STAR 1 (inactive) programs?	Yes, the caseload is inclusive of STAR 1 programs.

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	Section Reference	Question	Answer
49		Are the qualifications listed on the "Quality Position Details" document from the Procurement Library required or just suggested? If required, will staff who do not currently meet those qualifications be grandfathered and allowed to continue holding those positions?	Please see Addendum 4. Although not required, DHS prefers that candidates possess the minimum levels of experience and education outlined in the position details.
	Section Reference	Question	Answer
50		Please clarify what is meant by "outside clients (non-DHS)" in regards to references in the Personnel section, p.21.	Please refer to the answer to question 24.
	Section Reference	Question	Answer
51		Are we to assume that current Help Desk assignments will continue and therefore should be included in the cost submittal?	No. Help Desk assignment are not part of this RFA and should not be part of Cost Submittal for this RFA.
	Section Reference	Question	Answer
52		How will the CCW enrollment percentages be monitored and at what point in time? What are the implications if those percentages cannot be met given that CCW is a parent choice program?	Reference Section III-6 M regarding monitoring information. At a minimum, CCW enrollment percentages will be monitored annually. Implications of not meeting those percentages would result in a Plan of Correction.
	Section Reference	Question	Answer
53	III-5. Work Plan. B2. Collaboration and Coordination.	Would it be appropriate for the ELRC to reach out to the leadership team of the County Assistance Office (CAO) in the interest of enhanced partnerships and collaboration?	Contact with CAO staff between the issue date of the RFA through selection of applications for award may result in a violation of Section I-23, Restriction of Contact, of the RFA. CAO staff are Commonwealth personnel.

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			After applicant selection, the selected applicants are required to collaborate and coordinate with their local CAOs.
	Section Reference	**Question**	**Answer**
54		Page 21 of the RFA document indicates that three client references are required for each ELRC Leadership position. Can you please clarify what positions are considered "ELRC Leadership?" As described in Section C. Personnel on page 20, ELRC Leadership is defined by OCDEL as the ELRC Director, so does that mean that three client references are only required for the ELRC Director? Or are three client references also required for other key personnel, such as Subcontractor Leadership, Financial/Budget Manager, CCW Eligibility Manager, Provider/Quality Manager, etc.?	Refer to answer to question 29.
	Section Reference	**Question**	**Answer**
55		On page 48 in Section I. Customer Service Transformation: "Describe your strategy to incorporate the Customer Service Transformation design principles and requirements in the operation of your Project." Should applicants reference any specific guidance when responding to this section?	Applicants should reference the design principles and requirements listed in Section III-6.I in their response. Applicants should not rely on any guidance not included or incorporated by reference in this section.