11/17/23 Foster Family Software Services Pre-Bid Conference

**Questions and Answers During the Pre-Bid Conference**:

**Q1.** Can you provide more information about what you mean by automated eligibility determinations?

**A1.** Once the family has uploaded their documents and the home study process is complete, the system determines that they are eligible/approved based on that information provided by the family.

**Q2.** How many types of applications do you have?

**A2.** There is only one application for foster care and adoption. We have additional documents that are part of the application process.

**Q3.** Would you be open to manually sending the appropriate application via a portal to one applicant?

**A3.** Yes, we can send the documents that are needed for our process.

**Q4.** Are you okay with having 1 user applicant per application?

**A4.** That depends on the sections on the application. Each adult applicant may have individual information that would need uploaded as part of the process.

**Q5.** What does the Ability to inform, educate, etc mean?  What types of software functions are associated with this?

**A5.** The company would need to provide our team with how the system works so that we can use it effectively. This information would then be shared with foster/adoptive families. The system should be user friendly so that when families accessed the application, they would understand what is needed to complete the application/recertification process. We utilize standard software that is compatible across all applications. The functions would be developed so that they are user friendly.

**Q6.** Can you describe how you would want to match youth and other family members?

**A6.** When determining the best match for children, we do that via a meeting amongst our team members and it is not generated through our data base. The kinship families that we work with in licensing them for foster care, are child specific placements. There are no weighting or other criteria necessary.

**Q7.** Can you tell us more about the team or individuals who are available to work on configuring and implementing the system?

**A7.** Our foster care team would be the ones working on configuring and implementing the system. That would include 8-10 people.

**Q8.** Can you tell us more about the team or individuals who will be available to create or pull reports?

**A8.** Each of the members of the team has their own set of families/applicants and would need access to be able to create or pull reports if needed.

**Q9.** What was the result of the last RFP process? Did they engage with any vendors, or did they decide not to proceed? If so, why?

**A9.** We did engage with a vendor named Binti that won the bid.

**Q10.** At the last Bidder Conference, they had planned to meet with staff to determine needs/desires for the application. Did these meetings happen?

**A10.** Yes, our team was able to meet with us and tailor their program to our needs.

**Q11.** Describe the current process followed in pre- and post-placement services and documentation. How does the County anticipate the current process changing after the introduction of software?

**A11.** We utilize our current system as part of the application to certification process. Once families are certified, we utilize the program as part of the recertification process.

**Q12.** Can we get copies of the Foster Parent Registration Forms and the Foster Parent Assessment Criteria Form currently used?

**A12.** Yes.

**Q13.** What are the key criteria / factors used to determine the best match of foster care youth and a foster home? Are different criteria considered or weighted differently in a Kinship placement?

**A13.** When determining the best match for children, we do that via a meeting amongst our team members and it is not generated through our data base. The kinship families that we work with in licensing them for foster care, are child specific placements. There are no weighting or other criteria necessary.

**Q14.** Is there any differentiation between the foster care provider application process and the adoption application process?

**A14.** There is no difference between the foster care and adoption process, it is the same application.

**Q15.** Is the requirement “Screen, track and assign requests/applications” referring only to applicants, not to tracking youth placement?

**A15.** Yes, we only use that in reference to applicants.

**Q16.** Two preferences expressed last time were for Editability (making changes to forms and fields) and Reporting – have they identified staff who would be designated to be trained to perform these tasks?

**A16.** Our team will need to be trained on these tasks, as we all will be utilizing the tool. We need an organization that will be responsive to any changes or updates that we find necessary in order for us to utilize the application more effectively as well as helping the families do the same.

**Q17.** Is the Support expectation the same as the last RFP – software support for the use of the application with all requests coming from county staff, not from the families.

**A17.** Request for support services or editing the database will come directly from the agency. The agency will determine a designated person that will making these requests. If a designated staff member is not available, we may ask the family to contact the company for support.

**Q18.** How many agency users and foster homes are there that would be using the database?

**A18.** Agency users would be around 8-10 staff and roughly 60-70 foster/kinship families.

**Q19.** What is the budget for the project? Have the funding sources changed (previously said to be “Levy funds along with some state/federal funds”)?

**A19.** We cannot give the specific amount that has been set aside for this project.  The bidders will need to prepare their bids based on their projected expenses.  No, the source of funds will still be covered by available federal, state, and local.

**Q20.** Please describe expectations/plans around contracting process and project start. (Responses are Due December 18, Contract Term starts January 1 – two weeks to evaluate responses, negotiate contract)

**A20.** The bids will be opened after the deadline at 10AM on December 18th.  Then they agency will review the submitted proposals and score each to determine which proposal meets all the guidelines of the RFP.  The agency will then decide the winning bid according to the scores and notify each bidder of the winning bid.  Contract negotiation and drafting will then begin.  The winning bid and contract will then be submitted to the Board of Medina County Commissioners for resolution approval and signed by all parties.  The contract will begin January 1st, 2024.

**Q21.** What is the satisfaction level with your current vendor and their product supporting this?

**A21.** Overall, we are satisfied with the current vendor. We do wish they were a bit more timely in their responses to our request for changes/updates that we find in the application that will help us do our job better.