

**AMENDMENT #1
TO THE REQUEST FOR QUALIFICATIONS
FOR MISSISSIPPI CENTRALIZED INTAKE 24-HOUR HOTLINE
STAFFING SERVICES
RFx #3160003709**

Section 4.1.3 1., Minimum Qualifications to be Deemed Responsible, is hereby replaced with the following minimum qualifications in order to provide for a less restrictive degree requirements for Intake Specialists:

1. The bidder must have on staff, or have the ability to procure staff, that will serve as Intake Specialists. The Intake Specialist must meet the following degree requirements: Social Work degree at the Bachelor's or Master's Level from an accredited school of Social Work OR one of the following related degrees at Bachelor's or Master's Level: Child and Family Studies, Child Development, Criminal Justice, Disciplinary Studies, Early Childhood and Family, Education and Human Science, Elementary Education, Family Studies, General Studies, Guidance Education, Interdisciplinary Studies, Education, Political Science, Psychology, Sociology, Nursing, Counseling, Marriage and Family Therapy, Educational Psychology, Social Services, or other related degrees approved by MDCPS.

The following questions have been posed with regard to this Invitation for Bids:

Q1: Is the bid for individual contractors to apply as contract intake specialist for MDCPS?

A1: No, the IFB is for a contractor to provide staffing of Intake Specialists and related administrative services. Anyone interested in serving as an Intake Specialist can send a resume to mcistateoffice@mdcps.ms.gov for forwarding to the contractor.

Q2: Is the bid for you as a business vendor with the vendor hiring employees?

A2: The awarded contractor will hire a sufficient amount of full-time and/or part-time employees to work as Intake Specialists according to the intake volume indicated. The number of hours provided per year in the contract is the *equivalent* of 33 full-time Intake Specialists, but this can be provided through a group of full-time and part-time staff as long as the adequate number of staff is provided for each shift for 24/7/365 coverage. Historically, approximately half of the Intake Specialists have worked full-time during the peak hours in overlapping shifts and the other half have worked part-time during the evening, overnight, and weekend hours.

Q3: Does the intake specialist work remotely or in an office?

A3: The Intake Specialists mostly work in the call-center office setting in Jackson, MS, but there may be a need for remote work at times.

Q4: Will MDCPS provide all training and equipment for intake specialist?

A4: Yes. Training and equipment will be provided by MDCPS for Intake Specialists. No equipment will be provided for the related Administrative Services.

Q5: Will MDCP provide the equipment?

A5: See A4.

Q6: Is an office needed or can employees work remotely?

A6: See A3.

Q7: Will the independent contractor be required to cover the entire state or will it be subdivided into regions?

A7: Calls and electronic reports of child abuse and neglect come in from all areas of the state into one call-center in Jackson, MS before being processed, documented, and distributed to MDCPS staff all over the state and sometimes to other states or entities. At times there may be some remote work available in various parts of the state depending on equipment availability and agency need.

Q8: How many contracts will be awarded?

A8: MDCPS reserves the right to award multiple contracts based on need; however, we anticipate awarding to a single vendor.

Q9: Page 5 states that Intake Specialists are needed to receive intakes from 8 am – 7 p. on weekdays but other pages indicate that specialists are needed 24/7/365. Please clarify the times/days needed.

A9: The agency must be able to receive reports of child abuse and neglect 24 hours per day, 7 days per week, 365 days per year, which includes holidays, bad weather, and disasters. This contract is designed to provide the staffing of Intake Specialists for those 24/7/365 hours. The highest call volume is between the hours of 8 am to 7 pm on weekdays, so that is when a higher percentage of the hours to be worked by the 33 (full-time equivalent) Intake Specialists will be needed. Two Intake Specialists are typically needed during the overnight shift of Midnight to 6:30 am. Approximately 6-8 Intake Specialists can typically cover the needs on each Saturday and Sunday in overlapping shifts from 6am to 10:30 pm, and the rest would be needed during the hours of 8 am to 7 pm on weekdays.

Q10: Will MDCPS issue the payments to intake specialists or is this the responsibility of the contractor?

A10: The contractor will submit detailed invoices for reimbursement at least monthly to MDCPS. The invoices will include the time frame covered, the exact hours worked per Intake Specialist, and the amount for Administrative Services.

Q11: We need to know what are the Background check requirements and what checks must a person pass to be considered hireable for this project?

A11: MDCPS will perform and provide the background checks required, including fingerprinting. The contractor will provide the drug screening and provide drug-screening clearance information at the time a person is recommended for hiring. See the Scope for details.

Q12: Does the MDCPS have existing established minimum rates for each designation? We realize this is a bid but do they have minimum thresholds OR max thresholds? Do you have an established NTE Rate card?

A12: No.

Q13: Since the contract runs over # of years, will a rate revision be allowed. If so, what is the frequency? Yearly?

A13: No rate increase is allowed in the IFB. The rates submitted are bound for the entirety of the agreement, which will run from September 14, 2020 through June 30, 2024.

Bidders shall acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the response. The acknowledgment must be received by MDCPS by the response submission deadline.

Name/Title: _____

Signature/Date: _____