

**Early Learning Coalition of Osceola County  
Request for Proposal 2010**

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18	3.8 A.	A staff plan, by department, that includes the number of staff, including personnel job descriptions...	If the Coalition has these job descriptions on file for the submitting entity, may the proposer submit all other required information except these due to their size?	While some job descriptions have been collected for various reasons, there is no guarantee that all job descriptions are on file at the Coalition. To ensure that the proposal submission is complete and that information is up-to-date when being reviewed by the Procurement Committee, it is encouraged that all information be submitted with the proposal.
20 - 23	4.2C.	All areas from A.1.a – 7.c.	A copy of the Standard Levels of Service was included as an appendix to the Request for Proposal (Appendix P). The CCR&R Standard Levels of Service was replaced with the CCR&R Program Requirements that went into effect on August 17, 2009. In order to be compliant with the AWI/OEL for monitoring purposes, the new standards need to be implemented. Does the Coalition wish the proposer to follow the 8/17/09 Standard Levels of Services?	Yes, please use the CCR&R Program Requirements that went into effect August 17, 2009.  In the development of the RFP, the Coalition utilized the information posted on AWI's website, which had not been updated accurately.
22	4.2C – A.3.b.	b. The Contractor will ensure that all children birth to five (0-5), receiving School Readiness services, will receive a certified health, hearing, vision and dental screening followed by appropriate referrals for further professional testing should the screening results indicate the need.	Please define a certified health, vision and dental screening. Does this require a certified medical professional to administer the screening? What specific activities would be required for this screening activity?	In the context of this RFP, a person trained to administer the associated screenings would suffice.  Normal activities associated with performing associated screening would be acceptable. The Coalition recognizes that there may be a wide variety of activities used to identify potential areas of concern.

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20-27 36	4.2.C – A-E	A. Child Care Resource and Referral B. Early Learning Provider Services A. Early Learning Eligibility and Enrollment Services E. Payment & Fiscal Administrative Services	Should this be numbered A-D? On page 36 G. Description of Service Delivery Approach - #1 ELC refers to services described in Section 4.2.A-E.	Yes, the numbering should reflect A-D.
29	4.2.G.	School Readiness and VPK eligibility and enrollment services and resource referral counseling services must be available during times convenient for families and at a minimum Monday-Friday from 8:00 a.m. to 5:00 p.m. A message system must be used ONLY to receive calls during non-business hours. All calls must be retrieved from the message system and answered within seventy-two (72) hours (3 business days) of the time the call was made.	Is the proposer to follow the revised CCR&R Program Requirements as of August, 2009?	Yes, please use the CCR&R Program Requirements that went into effect August 17, 2009.  In the development of the RFP, the Coalition utilized the information posted on AWI's website, which had not been updated accurately
29	4.2.H.	Performance Outcome Measures - #2-#5	Is the proposer to follow the revised CCR&R Program Requirements as of August, 2009?	Yes, please use the CCR&R Program Requirements that went into effect August 17, 2009.  In the development of the RFP, the Coalition utilized the information posted on AWI's website, which had not been updated accurately

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29	4.2.H. B	B. Early Learning Provider Services - #2-#5	Given the economic downturn and the unprecedented closure of small family child care business and large child care centers across Central Florida can these numbers be re-considered?	These goals will remain as stated.
29	4.2 H. A.2.	2. One hundred percent (100%) of CCR&R parent and provider customers will receive follow-up within 48-hours or close of business of the second (2 <sup>nd</sup> ) business day of initial contact with CCR&R.	Is the proposer to follow the revised CCR&R Program Requirements as of August, 2009?	Yes, please use the CCR&R Program Requirements that went into effect August 17, 2009.  In the development of the RFP, the Coalition utilized the information posted on AWI's website, which had not been updated accurately
29	4.2 H. A.2.	6. One hundred percent (100%) of parents requesting child care referrals will receive a minimum of five (5) written referrals to match their needs (provider referral data verified at least annually).	Is the proposer to follow the revised CCR&R Program Requirements as of August, 2009?	Yes, please use the CCR&R Program Requirements that went into effect August 17, 2009.  In the development of the RFP, the Coalition utilized the information posted on AWI's website, which had not been updated accurately

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31	4.3 C. A.1.	<p>1. School Readiness Child Screening Services</p> <p>a. Conduct School Readiness provider trainings and give technical assistance on the Coalition's approved developmental screening tool, Ages and Stages Questionnaire, to ensure all School Readiness providers understand how to effectively use and implement the tool.</p> <p>b. Ensure that all School Readiness children ages birth to five (0-5) receive a developmental screening, and appropriate referrals for follow-up services as needed, with the exception of School Readiness children whose parents refuse screening services. Screening services include:</p> <p>i. Level I – general developmental screening available to all children receiving care in a School Readiness facility.</p> <p>ii. Level II – for children receiving a Level I score indicating a concern, this level has two components. The first is a validation of the Level score. The second is an assessment that determines the type of individual plan to be developed.</p> <p>iii. Level III – a referral for assessment for in-depth evaluation and case planning based on the identification of a significant.</p> <p>c. Enforce compliance measures for</p>	<p>The Individual Learning Plan (ILP) requirement was taken out of the 2009-10 Central Agency contract and replaced with a Level 3 referral to the parent(s) and Inclusion Coach, as well as, TA to provider to utilize the SOS Program to determine and implement inclusive strategies and/or appropriate referrals. Is the ILP task as outlined in the RFP going to be added back, and if so, what type of assessment will be required to determine the type of individual plan to be developed?</p> <p>Is a hearing and vision screening now going to be required for ALL children ages zero to five (0-5) or continue to be for only those children identified as needing additional screening?</p>	<p>The Coalition's primary objective is to ensure that children that have been identified as having potential developmental delays receive adequate follow-up and/or appropriate referrals. The Coalition is open to all strategies proposed to meet this goal and to ensure legislative compliance.</p> <p>It will continue to be for all children ages birth to five that have been identified as needing additional screening.</p>

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31	4.3-C. A.2.	<p><b>2. School Readiness Child Assessment Services</b></p> <p>a. Conduct School Readiness provider trainings and give technical assistance on the Coalition approved developmental assessment tool, the Developmental Assessment of Young Children (DAYC), to ensure all School Readiness providers understand how to effectively use and implement the tool.</p> <p>b. Conduct pre-post child assessments annually with a valid sample of School Readiness children within each age group for children ages birth to five (0-5) to measure progress; appropriate referrals will be made for follow-up services as needed, with the exception of School Readiness children whose parents refuse screening services.</p> <p>i. Ensure that all School Readiness funded children who are ages birth to five (0-5) receive the assessment pre-test within thirty (30) days of being placed in the School Readiness program with the exception of School Readiness children whose parents refuse assessment services. The results of the pre-test are to be shared with parent/providers and are to be used to develop an educational plan for the child to help ensure targeted gains in learning progress are met</p>	<p>Are DAYC assessments going to be administered on an on-going basis throughout the year as children enter the School Readiness program or the valid random sample on those children who are available for pre-testing at the approved time of the pre-post test?</p> <p>Who is responsible for developing the educational plan referred to in i.?</p> <p>The ILP requirement was taken out of the 2009-10 Central Agency Contract and replaced by a L3 referral to the parent(s) and Inclusion Coach with TA given to the provider to utilize the SOS program to determine and implement inclusive strategies and/or appropriate referrals. Is this process being changed and/or removed from the contract?</p> <p>Will the applicant be required to administer all five subsets of the DAYC? Currently three subsets are being administered. If all five subsets are to be administered, will the Coalition purchase the additional classroom materials that subset 5-6 requires? This is in addition to the actual assessment tools themselves, but the provider must have them to administer the assessment.</p>	<p>It is the intent of the Coalition to pre-test all SR children ages birth to five with parental consent being served during the designated pre-testing period. Pre/post testing periods will be determined during contract negotiations. It is not the intent of the Coalition to conduct assessments on a continuous basis throughout the year.</p> <p>It is the goal of the Coalition that the Contractor will work with providers to develop a plan that addresses any areas of deficiencies identified with the children in their care through the DAYC Pre-Test results. The plan may include various forms of technical assistance, referrals to existing support programs and/or community resources, recommended activities, etc. as needed to positively impact child outcomes prior to the expected administration of the DAYC Post-Test.</p> <p>It is the goal of the Coalition to phase in the implementation of all 5 subsets of the DAYC tool over a two year period. Strategies associated with the cost of implementing assessment services should be addressed within the proposal.</p>

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32	4.3-C. B.1.	<p>1. Ensure School Readiness and Voluntary Prekindergarten programs and services meet legislative requirements by conducting program evaluations with School Readiness and Voluntary Prekindergarten providers, using the applicable Environmental Rating Scales (ERS) and/or School Readiness Program Evaluation (SRPE) tools. At a minimum, programs should:</p> <ul style="list-style-type: none"> <li>a. Have a healthy and safe environment.</li> <li>b. Have research based, developmentally appropriate curriculum.</li> <li>c. Provide a character development component.</li> <li>d. Include activities that foster brain development in infants and toddlers, as applicable.</li> <li>e. Provide an environment rich in language and music and filled with objects of various colors, shapes, textures, and sizes to stimulate visual, tactile, auditory, and linguistic senses in the children and must include classical music and at least thirty (30) minutes of reading to the children each day.</li> </ul>	<p>The Coalition’s Program and Planning Committee (with subsequent approval from the Board) added an Attachment A – Assurances &amp; Certifications. It was determined that these assurances would not be monitored. The ERS evaluation does not specifically address “must include classical music and at least thirty (30) minutes of reading to the children each day”. The Provider Agreement signed by SR providers this year is good for five years. Will this Attachment A still be honored, or will the applicant be required to monitor these activities further?</p>	<p>The SR Provider Agreement and associated Attachments are valid for three years, through 2011-12. At the May 14, 2009 Program Committee it was determined that a random sample of providers would be monitored each year to ensure that all contractual assurances and certifications are met accordingly.</p> <p>The Coalition anticipates that these procedures will continue to be followed.</p>

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32	4.3.-C B.2.	2, Conduct unannounced program evaluations and health and safety inspections with all School Readiness funded providers in Osceola County, at least once during the fiscal year.	<p>Current policy only requires licensed exempt, register family child care homes and informal providers to receive a School Readiness Program Evaluation (SRPE) to assess health and safety. Is this how you want it to remain?</p> <p>Both regulated and unregulated providers who reside outside of Osceola County are excluded from receiving program evaluations and health and safety inspections through the Osceola Coalition? Is this how you want it to remain?</p>	<p>All regulated and unregulated SR providers shall receive an unannounced program evaluation, which includes health and safety components as part of the ERS or SRPE tools currently being used. The current policy for conducting unannounced program evaluations to ensure a healthy and safe environment is acceptable.</p> <p>While the Coalition does not expect the Contractor to conduct program evaluations and health and safety inspections on providers residing outside of Osceola County, there is an expectation that the Contractor will coordinate with surrounding Coalitions serving Osceola's children to obtain program monitoring results documenting a healthy and safe environment.</p>
32	4.3.-C B.4.	4. Conduct a second program evaluation for programs that score below the Coalition's minimum threshold established for the ERS and SRPE after six (6) months of the initial assessment, and re-inspect to ensure health and safety compliance is met and maintained according to the Coalition's policies and procedures.	See comment above. Same question.	The current policy for conducting unannounced program evaluations to ensure a healthy and safe environment is acceptable.

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32	4.3.-C B.6.	6. Conduct inter-rater reliability checks according to the schedule recommended by the ERS system. Each assessor must meet the reliability standard required by the ERS system. To minimize interruption of the programs, reliability checks should be administered with consent of participating providers.	<p>Per prior Coalition directive, no staff needed to become inter-rater certified. Per this RFP, will this now be a requirement?</p> <p>When conducting the checks, is the applicant required to contact the provider and inform them of the upcoming evaluation, which by State guideline is to be unannounced?</p>	<p>It is the goal of the Coalition to have inter-rater reliability checks according to the recommended schedule of the ERS system. The Contractor may implement strategies, other than certifying Osceola staff, to achieve this goal such as utilizing certified staff that may be assigned to other areas to perform these functions.</p> <p>It is not the intent of the Coalition to eliminate unannounced visits when conducting inter-rater reliability checks. However, providers should be notified at some point during the program year of the Contractor's intent to conduct inter-rater reliability checks and that additional staff may be accompanying the assessor.</p>
33	4.3.-F A.5.	5. <b>One hundred percent (100%)</b> of School Readiness children ages birth to five (0-5) who are not enrolled in public school, with consent of the parent/guardian, will receive a pre-test assessment with the Coalition's approved assessment tool. Results of pre-test assessment will be shared with the parent/provider.	<p>Are 100% of all eligible SR children ages 0-5 going to receive a pre assessment or will there be a random sample?</p> <p>Are pre/post assessments going to be conducted in the Fall/Spring or on a continuous basis throughout the year?</p>	<p>It is the intent of the Coalition to pre-test all SR children ages birth to five with parental consent being served during the designated pre-testing period.</p> <p>Pre/post testing periods will be determined during contract negotiations. It is not the intent of the Coalition to conduct assessments on a continuous basis throughout the year.</p>

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34	4.3.-F. B.4.	4. <b>One hundred percent (100%)</b> of the child care providers that receive program evaluations will have a corresponding quality improvement plan signed by the provider and the staff member and submitted to the organization contracted by the Coalition to provide technical assistance within (ten) 10 days of the program evaluation.	Does the Contractor have 10 business days or 10 calendar days to achieve the performance measure that one hundred percent (100%) of the child care providers that receive program evaluations will have a corresponding quality improvement plan signed by the provider and the staff member and submitted to the organization contracted by the Coalition to provide technical assistance?	10 business days.
34	4.3.-F. B.7.	7. A minimum of <b>fifty percent (50%)</b> of the VPK providers shall receive a program evaluation annually, prioritized according to the Coalition's policies and procedures.	Is the VPK program evaluation an ERS evaluation or VPK monitoring? Will VPK providers who do not serve School Readiness funded children receive a program evaluation and/or monitoring?	The goal of the Coalition is to ensure that all VPK providers' are in compliance with local, state and federal legislation, rules and policies. While it is anticipated that 50% of VPK providers will be monitored with the approved VPK Monitoring Tool, the Coalition encourages Applicants to develop strategies that address programmatic compliance as well.
			May we have a list of entities who submitted a Notice of Intent and the ELC Components applied for?	Applicants include: ELC 1 – Community Coordinated Care for Children Arbor E&T, LLC ELC 2 - Community Coordinated Care for Children Arbor E&T, LLC

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			Are the budget formats provided in Appendices C-E (ps.51-55) the basis for all budget forms required?	For the purposes of this RFP, the budget formats in Appendices C-E shall be used as the basis, in part, to evaluate proposed services and to make a final contractor selection. The Coalition reserves the right to request additional budget information/formats during the contract negotiations period and/or contract year, as needed.
			Is there a minimum percentage of funds designated for direct client services?	In accordance with the AWI Grant Award, Coalitions must expend a minimum of 70% of their total School Readiness allocation in the provision of direct client services.
			What is the cap on administrative costs at the contractor level?	In accordance with the AWI Grant Award, Coalitions may not expend more than 5% of the total allocation for administrative services for School Readiness and no more than 4.85% for administrative services for VPK. Currently, the contractor's administrative costs are established at 2.65% for School Readiness and 3.72% for VPK, however, the Coalition encourages applicants to find as many efficiencies as possible, which may reduce these thresholds further.
			Although the contract is cost reimbursement, "Performance will be tied to the contractual agreement and the funding." (p.39, sec.6.3). How will this be done, and how will it relate to the performance requirements on ps. 29-34? Will penalties be imposed for underperformance?	Service delivery activities, performance measures and associated funding will be established at the time of contract negotiations, based on available funding. Once contract components are agreed upon by the Contractor and Coalition, it is the expectation of the Coalition that the Contractor will accurately track and report the progress of established activities and performance measures. While penalties have not been imposed in the past, the Coalition reserves the right to request additional or alternate services to be performed in lieu of underperformance areas in the contract, should any be identified.

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			How does the requirement (p.44) that the 6% local match “must be expended to fund direct child care slots” relate to an in-kind match? what is the current source of required match?	Match may be generated in the form of cash and/or allowable in-kind donations and must be in accordance with AWI approved guidelines. The current sources of required match include: Heart of Florida United Way, Osceola County Commissioners, City of St. Cloud, Orlando Sentinel Family Fund, Tees & Ties fundraising event, Enterprise RAC and some in-kind donations from time to time.
			What percentage of VPK providers are currently provided with advance payment?	Currently, approximately 17% of VPK providers are receiving advance payments.
			Are there funds available for transition prior to July 1 if a provider other than the incumbent is selected?	The Coalition does not have additional funds available for transition prior to July 1 <sup>st</sup> if a provider other than the incumbent is selected. The Coalition encourages applicants to propose a transition plan with associated funding needs and timeline with the expectation that funds would be available July 1, 2010 to cover transitional costs.

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			<p>Is equipment (computers, servers, copiers, phone systems, data lines) currently used in provision of services owned by the Coalition or by the service provider? If owned by the Coalition, is it available for use by the provider if a new provider is selected? If not, is the purchase of computer equipment and software an allowable budget expense?</p>	<p>The current office equipment and furniture utilized to provide early learning services at the contractor level are leased to the Coalition. The purchase of computer equipment, software and furniture are allowable budget expenditures, however, prior approval must be obtained from the Coalition prior to the purchase to ensure compliance.</p>
			<p>Page 17 - B.1.e. requests evidence of sufficient cash reserves equal to 1/10 of the final slot dollars. What is that estimated amount?</p>	<p>Based on this year's slot budget, the estimated amount of cash reserves that would need to be available is approximately \$1,328,008, however, this amount may be reduced, based on the amount of remaining ARRA dollars available July 1, 2010.</p>
			<p>In regards to enrollment priorities on pg. 28, please clarify the enrollment of school agers for Welfare Transitional Child Care. Are school agers only allowed to be enrolled in this category when they have a 0-5 age priority sibling?</p>	<p>That is correct. The Coalition's primary goals are to support kindergarten readiness and family self sufficiency, therefore families with children ages birth-to-five and their siblings are the first priority in enrolling children.</p>

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			Page 29 - 4.2-H, A refers to the various CCR&R standards. By whom are those evaluated now? Does the provider self-report on these standards or is there a Coalition or independent evaluation of the provider? Particularly as it relates to measure 3, 4, and 5.	The Coalition uses a variety of methods to evaluate the completion of the performance standards listed in 4.2-H, A, including, but not limited to; Coalition monitoring, review of parent surveys, Coalition staff observation, and/or contractor reports summarizing identified results.
			Page 30, #12 requires that VPK enrollments be increased by 10%. Does the Coalition currently have adequate funds to serve the number of enrolled VPK 4-year olds?	The VPK Program is an entitlement program and must be funded by the State of Florida. The Coalition's goal is to ensure the school readiness success of as many of Osceola's young children as possible.
			Is the contractor responsible for maintaining a local county waitlist for SR services, along with using the State simplified point of entry waitlist system?	The contractor is responsible for maintaining the state simplified point of entry waitlist system, which maintains the local county waitlist for SR services.
			Are there any page limits on responses to the various sections? They are not mentioned, but want to be sure.	There are no page limits on Applicant responses.

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			Page 43 - 6.18.C. references "letters of support from current customers". Can letters be submitted from customers in locations outside of Osceola County if the proposer conducts business in other areas?	Yes, letters of support may be submitted by customers outside of Osceola County.
			On p.75, sec. 6, how does the 3.72% of expenditures relate to enrollment levels?	The 3.72% of administrative program expenditures (VPADM, VPENR, and VPMON) are in direct proportion to VPK enrollment levels. Ex: If the VPK enrollment expenditures for one year equal \$5,000,000 then the overall expenditures for the OCA codes listed above, must not exceed \$186,000 or 3.72% of \$5M. If the next year's expenditures equal \$6,000,000 for VPK enrollments, then the OCA codes listed above must not exceed \$223,200 (3.72% of 6M).
			Is Appendix M (p.89) something to be done after the contract period?	The Coalition anticipates that the Applicant will select one service from each of the Early Learning Components that the Applicant is applying for and complete a projected Results-based Accountability Matrix. The Coalition is interested in seeing the proposed measures and results the Applicant proposes to achieve. The matrix will also be completed after the completion of the fiscal year to report on the actual results achieved.