



ADDENDUM #1
Housing and Human Services
Direct Cash Assistance to Families with Young Children Pilot Program: Application
Assistance and Payment Platform Provider
RFP # 7505-23

August 25, 2023

The attached addendum supersedes the original Information and Specifications regarding RFP # 7505-23 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

Please note: BIDS will only be accepted electronically by emailing purchasing@bouldercounty.gov.

1. Question: Could you please clarify whether having experience with federal government projects is considered positively in the evaluation process, even if we do not have direct experience with county projects? Additionally, is there any flexibility or consideration for contractors who bring substantial experience working with federal governments and can demonstrate their ability to adapt to county-specific requirements?

ANSWER: Yes, Boulder County is interested in receiving applications from all interested parties. For those with experience with governmental projects, regardless if that is at the Local, State, or Federal level, that experience will all be taken into account when evaluating applications.

2. Question: Could you please specify the exact allocation of points within the 'Organization's Background and Experience with Guaranteed Income/Direct Cash Assistance Programs' section? Specifically, how many points are designated for experience in this area?

ANSWER: 25 points out of 100.

3. Question: Additionally, will there be any consideration or allocation of points for experience in other relevant domains, such as application development projects, that may not fall under the 'Guaranteed Income/Direct Cash Assistance Programs' category?

ANSWER: Boulder County seeks applications from all interested parties. Other relevant experience outside of Guaranteed Income/Direct Cash Assistance will be considered in regard to how the entire proposal can meet program needs and requirements.

4. Question: Will BCDHHS provide the vendor with a list of eligible families, access to the County system to verify eligibility, or how will the vendor ensure the participants are eligible for the program?

ANSWER: Boulder County will collaborate with the selected vendor to establish assessment of eligibility based on information received via the application, internal data systems and Direct Cash Assistance program best practices.

5. Question: Should the vendor's system allow for the applicant to log in to view application and payment status/activity, or will DHHS accept a system without this functionality and the vendor will communicate the status to the applicants?

ANSWER: Boulder County is open to receiving applications from vendors with capacity for participant self service as well as those without.

6. Question: Can BCDHHS provide more details on the key performance indicators it expects the vendor to report?

ANSWER: For our partnership with an application and payment provider, key indicators we would expect to see from a vendor would include (but are not limited to):

- **Process Details:**
 - **Number of Applications Received**
 - **Demographic data for applicants and selected recipients, where applicable**
 - **Payment mechanism details, as applicable**
- **Outcome Details:**
 - **Selected Payment Mechanism, as applicable**
 - **Payment details such as aggregate data of fund usage, where applicable**
 - **Payment mechanism replacement, as applicable**

7. Question: Will the vendor use their own bank account, or will the vendor use the state's bank account to make the disbursements? If the vendor will use its own

bank account, will the state forward fund the amount to be disbursed to the vendor?

ANSWER: Boulder County will provide funding to the vendor to disburse payments from their own account. We will collaborate with the selected vendor to determine the use of an advanced payment or reimbursement model for this partnership.

8. Question: Will the vendor be required to issue 1099s to each of the awarded applicants?

ANSWER: No, per IRS rule we are not required to issue 1099's to applicants.

9. Question: Can BCDHHS provide more clarification on "replacement processes" in terms of payment options?

ANSWER: In terms of replacement process, we are seeking information from vendors on how they will issue replacement payment methods for options such as debit cards.

10. Question: Will the vendor be required to re-coup funds that may were incorrectly awarded or fraudulently obtained?

ANSWER: Recoupment of funds that were incorrectly awarded or fraudulently obtained would be handled on a case-by-case basis through Boulder County Attorney's Office.

Boulder County expects that a selected vendor would have policies and procedures in place to prevent both fraud and awards from being disbursed incorrectly.

11. Question: Will the vendor be required to sign any agreement or forms, like a grant agreement, or will the only signature required be from the selected participant?

ANSWER: A process for screening applications, including ensuring that all selected participants meet program criteria, will be mutually agreed upon with our selected vendor partner based upon best practices for Direct Cash Assistance programs.

Yes, the vendor selected by Boulder County to be the application and payment partner in this project will be required to contract with Boulder County for the purposes of this program. Please reference the RFP for an example contract.

12. Question: Approximately how many languages will application materials and automated communications need to be translated into?

ANSWER: Boulder County would expect that all materials be translated into Spanish, there may be a need to include Chinese (both Mandarin and Cantonese) and Vietnamese.

13. Question: Are there any legacy government or other nonprofit program databases that are housing important information that could be used to streamline the applicant experience? For example, if a community partner has already collected information about someone's annual reported income, is there a place where you would want us to integrate with and get that information from instead of asking for it again?

ANSWER: Boulder County HHS has access to systems that will allow us to validate income for participants who are known to our system. We will work with the selected organization to identify a method for utilizing such systems for validating income information, whenever possible.

14. Question: Similarly, do you know what types of documentation people will be asked to provide to demonstrate their income?

ANSWER: Boulder County intends to utilize systems to support validation of income for applicants as a primary source. For those unable to be validated through our systems, we would collect information from participants in various forms such as Tax Documents, Paystubs, etc.

15. Question: What threshold are you going to be using to determine "low-income" for the purposes of this pilot? Do you have a vision of the income target here?

ANSWER: Boulder County intends to serve families via the Direct Cash Assistance program whose household income falls within the 0-30% of Area Median Income.

16. Question: Will the county maintain a call center to support this program? Is there an expectation of the contractor to supply call center support staff?

ANSWER: Our expectation would be that the contractor be able to support the needs of applicants in terms of technical and application assistance. Boulder County does not intend to stand up a separate call center to support this program.

17. Question: With these types of support programs are that the applicants or applications are often referred to as a "case" and the agency or office running

the programs will often have “case managers” to be responsible for evaluating applications, interacting with families who have applied, and working within the software systems to move applications through the workflow.

- a. Who will perform the case management functions associated with this work? Is it the expectation that county staff will use the platform supplied by the contractor.

ANSWER: Boulder County HHS is seeking an entity for the application and payment portion of the Direct Cash Assistance for Families with Young Children who can support the full spectrum of the program in partnership with Boulder County staff. As detailed in the deliverables section of the RFP, we are seeking a partner who can support case management functions as described in the question.

18. Question: Will case management be at a single location and/or remote?

ANSWER: Boulder County anticipates that application support, application/participant communication and overall engagement with program participants will largely be done remotely, however we can make our locations available to provide support functions should the need be identified.

19. Question: What is the expected number of manual review applications?

ANSWER: Boulder County cannot provide specific number of applications we expect to be manually reviewed. We seek to partner with an organization who can collaboratively create an application review process that is mutually beneficial for both parties and based upon best practices for Direct Cash Assistance programs.

20. Question: Does the county wish for the contractor to facilitate the payments or will the county finance issue the payments?

ANSWER: Boulder County is seeking a partner who can provide payments directly to recipients of the Direct Cash Assistance for Families with Young Children program.

21. Question: Will the methodology for the lottery process be provided by BCDHHS? Can it be shared to help vendors prepare their scope and approach?

ANSWER: Boulder County will collaborate with our selected partner in order to define the methodology for the lottery process for this program based on their capabilities and our interests.

Boulder County would like to prioritize households that are historically marginalized, most impacted by the COVID-19 pandemic, and have multiple children in the household under the age of three.

22. Question: How will participant spending data be obtained?

ANSWER: Boulder County is looking for information from applicants to understand how they could capture spending data depending on payment type. I.e., if a vendor offers debit cards to program participants, we would like to understand if they also provide spending data connected to those debit cards or not.

23. Question: Will BCDHHS provide pre-defined Compliance and Reporting guidelines?

ANSWER: Please reference the Addendum to Contract Office of Management and Budget Post Federal Award Requirements (page 29-37 of RFP) as detailed in the sample contract in the RFP. Additionally, the selected partner will be required to provide both quarterly and annual reports for the duration of the contract. Reporting will include, but is not limited to, demographic information, number of households served per quarter, amount of funding disbursed per quarter, etc.

24. Question: Is there a specific launch date for the Cash Assistance platform that BCDHHS is planning around?

ANSWER: Boulder County HHS wishes to launch the Direct Cash Assistance Program to Families with Young Children no later than January 2024.

Submittal Instructions:

Submittals are due at the email box only, listed below, for time and date recording on or before **2:00 p.m. Mountain Time on September 18, 2023.**

Please note that email responses to this solicitation are limited to a maximum of 50MB capacity.

NO ZIP FILES OR LINKS TO EXTERNAL SITES WILL BE ACCEPTED. THIS INCLUDES GOOGLE DOCS AND SIMILAR SITES. ALL SUBMITTALS MUST BE RECEIVED AS AN ATTACHMENT (E.G. PDF, WORD, EXCEL).

Electronic submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

Email purchasing@bouldercounty.gov; identified as RFP # 7505-23 in the subject line.

All proposals must be received and the time and date recorded at the purchasing email by the above due date and time. Sole responsibility rests with the Offeror to see that their bid is received on time at the stated location(s). Any bid received after the due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserves the right to reject any and all bids, to waive any informalities or irregularities therein, and to accept the bid that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

August 25, 2023

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for RFP #7505-23, Direct Cash Assistance to Families with Young Children Pilot Program: Application Assistance and Payment Platform Provider.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to purchasing@bouldercounty.gov as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525.

This is also an acknowledgement that the vendor understands that **BIDS will only be accepted electronically by emailing purchasing@bouldercounty.gov.**

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ **Date:** _____

Name of Company _____

End of Document