

**Allegheny County
Department of Human Services
Request for Proposals Q&A**

Mental Health Advocacy, Training and Telephone Support and Management of the Allegheny County
Jail Information and Referral Hotline

July 15, 2015

13.) Is there an expected increase in the number of requests for information and referral services, as ACJ and community relationships improve?

We expect the call volume to remain constant.

12.) How many days after contract signing does the initial training from the ACJ begin? Is it a week long process or how many days is the process?

Initial Jail Security Training is a week long and is to be completed before service starts. Info and Referral Training will be based on need and understanding.

11.) Can you share the current staffing patterns at the Allegheny County Jail?

We cannot share this information.

10.) Is there a minimum education requirement set by ACJ for those staffing the hotline?

No; staff must be able to meet requirements for obtaining clearances and complete annual training.

9.) Should an organization submit a proposal electronically or in hard copy?

Proposals must be submitted by email to DHSProposals@alleghenycounty.us, no later than 3:00 p.m. EST on July 17, 2015.

8.) For the Mental Health Advocacy portion of the RFP: How many days do we have before an actual delivery of services must begin, after contract signing? Can the hiring process be included in the timeline?

Service delivery needs to be provided as soon as possible upon award of the RFP, but no later than the end of September.

7.) For the Mental Health Advocacy portion of the RFP: Is DHS providing on-site office space and equipment or is office space and equipment provided by the business?

No, DHS is not providing on-site office space or equipment.

6.) Is there a projected number of groups/organizations that may desire to be trained in the MHAD process? How many have been trained in the past?

We hope that the number of individuals and groups that want training will increase over time. Based on historical data, approximately 30 individuals a year received assistance to develop a MHAD. Another 130 providers and consumers a year received training.

5.) Has DHS projected as a goal how many clients it wishes to serve in the next three years - 2015/16, 2016/17, and 2017/18? If so what is the projected number of clients?

This is to be negotiated upon the award of the RFP.

4.) How will the current agency personnel and equipment be utilized?

Employment of the current provider's personnel would need to be negotiated with individual employees. Utilization of any equipment would need to be negotiated with the current provider.

3.) Do assessment and training tools need to be submitted with the proposal?

This is not a requirement for submission, but they may be included as an appendix (and will not count toward the page limit).

2.) The RFP asks for resumes, whose resumes would these be?

Please include the resumes for any key staff you have already identified. If you do not have a candidate identified, please include job descriptions for these roles.

July 6, 2015

1.) Is this a new service or is it a renewal of an existing service?

It is a renewal of an existing service.