

RFP 24-014, Family and Community Engagement (FACE) Centers
Questions & Answers Summary

Program Questions

1. **Q: Since we have not worked with the MTSS-I center currently, I am unsure what the activities should be for this deliverable in the Workplan. Can you provide me with some guidance on this?**

A: The Multi-Tiered System of Supports-Integrated (MTSS-I) Center's mission is to improve outcomes for all students by building capacity in educational organizations (EOs) to deliver evidence-based practices within a tiered system. The MTSS-I Center will empower education stakeholders and support teachers and other professionals in effective practices for improved student results.

FACE Center staff should plan to participate in activities provided by the Center that will build capacity through virtual trainings and coaching to support parent engagement in MTSS-I Implementation. Activities will include learning through direct observation of the MTSS-I Center Parent Training and Information Center.

2. **Q: The FACE Center RRS deliverables only describe work pertaining to regional learnings, working with families and identifying resources by building relationships with community partners. It seems that all embedded EO work is done through the FEFs. Will RRSs be allowed under the new RFP deliverables to support EO embedded work?**

A: The Resource and Referral Specialists (RRSs) will provide regional trainings and supports made available to families and other stakeholders as determined by the New York State Education Department (NYSED). The provision of such training and support by the RRS is planned under the direction of the Family Engagement Facilitator (FEF). The RRSs will also provide technical assistance to individual families seeking support and guidance. They will also identify and maintain regional resource information for community partners that serve students with disabilities.

3. **Q: The five boroughs of New York City are listed separately under Region 12; therefore, are all five boroughs under a single NYC contract?**

A: Yes, New York City will have one contract that covers all five boroughs and includes both Early Childhood (EC) and School-age (SA) FACE Center teams. See Appendix 3: FACE Center Staffing, which was posted with the RFP.

4. **Q: The RFP reads, "Each region will have one FACE Center with two teams: Early Childhood (EC) and School-Age (SA)". Will OSE award one contract covering all five boroughs in NYC?**

A: Yes, New York City will have one contract that covers all five boroughs and includes both EC and SA FACE Center teams.

5. **Q: How will the Early Childhood and School-Age overlapping age groups affect the division of assigned EOs and other elements of the work?**

A: The "overlapping" of EC and SA age groups is intended to give Regional Level Teams (RLTs) flexibility when determining workload and assigning specialists to Educational Organizations.

6. **Q: Are offices in each borough required if NYC is one contract?**

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A: Yes, there must be a physical central business location with a formal address in each of the five boroughs. This cannot be a personal residence.

7. Q: How many and in which boroughs should a New York City bidder have an office?

A: There must be a physical central business location with a formal address in each of the five boroughs. This cannot be a personal residence.

8. Q: In the Regional Partnership Center RFP (RFP 24-015), a position for citywide coordination is listed on the New York City staffing schedule. If New York City has a single FACE Center Contract, is there a similar option for FACE Center coordination across the ten FACE Center teams and five boroughs?

A: There is not a Citywide Coordinator position for FACE Centers included in the RFP.

9. Q: What are the short-term FEF or RRS role coverage options, e.g., if the employee is on parental or medical leave?

A: Successful bidders will follow their agency's policy for leave. Coverage of the position must be maintained by an individual serving in the same role and serving the same age range (birth- grade 3 or age 5-21). The position must meet the minimum mandatory requirements, be approved by NYSED, and stay at the same or lower hourly rate.

10. Q: If NYC has a single FACE Center contract, is there flexibility for FEFs or RRSs to work on projects or activities across boroughs to allow coverage for staff leave or similar situations?

A: Please see Appendix 3 FACE Center Staffing Schedule, which was posted with the RFP. Each position is hired and assigned by borough. The RRS are full-time in their assigned borough.

11. Q: Should a proposal submission include separate work plans for Early Childhood and School-Age teams? How many work plans are required for the five boroughs of the NYC proposal?

A: No, separate workplans for EC and SA FACE Center teams should not be submitted. Each proposal should have one workplan, including New York City. However, quarterly status reports will need to be submitted separately and reflect the work done in each borough.

12. Q: Would a Resource and Referral Specialist (RRS) who works 30 hours per week for 12 months be considered to meet the requirement of an FTE?

A: The RRS is at minimum a 10-month employee (September-June). Full time is considered to be generally 40 hours per week. Specific full-time hours should be identified by each bidder agency. Staff are expected to be available Monday through Friday.

13. Q: Related to the second bullet in the Mandatory Requirements section on page 3 on RRS staffing outside NYC, we just want to be sure we are interpreting the information correctly: We could hire four individuals total for those two positions, which would include two people working half time (0.5 FTE) as Resource and Referral Specialists for the early childhood (EC) team and another

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two people working half time (0.5 FTE) as Resource and Referral Specialists for the school age (SA) team (a total of four staff members for the 2.0 FTE). Is that correct?

A: Yes, that is correct.

14. Q: Follow-up question to the one above: If this is a correct interpretation, the other option would be to hire two individuals as 1.0 FTE employees (one for the EC team and one for the SA team), correct?

A: Yes, that is correct.

15. Q: Are LEAs eligible to bid to become FACE centers pursuant to this RFP?

A: Yes

16. Q: Are the twice annual 2-day meetings Fall and Spring virtual or in person? Will we need to budget for in person meetings in Albany for all staff Fall and Spring?

A: Both days of the two-day meetings (Fall and Spring) will occur in person, in each FACE Center's assigned region.

17. Q: Of the 4 FEF meetings, how many will be in Albany per year in order to budget accordingly?

A: At least two meetings (Quarter 1 and Quarter 4) will be held in-person in Albany. If possible, depending on weather and schedules, the Quarter 2 will also be held in-person in Albany. The Quarter 3 meeting will likely be held virtually due to winter weather.

18. Q: Will mentoring new FEFs require travel that we would need to include in the budget?

A: Mentoring will occur virtually. There will be no travel required.

19. Q: Will all FEFs be expected to participate on the PIT for all meetings each year or on a rotating basis?

A: FEFs may be asked to participate on the Partnership Implementation Team (PIT) as requested by NYSED. Membership is expected to be consistent (August-June).

20. Q: What time commitment may be expected for mentoring new FEFs?

A: Time dedicated to mentoring will be determined based on individual needs. Mentoring will occur virtually. There will be no travel required.

Fiscal Questions

21. Q: If FEFs and RRSs are union roles, what if the collective bargaining agreement terms do not allow staff replacement at the same or lower rate?

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A: All changes in staff will be subject to NYSED approval. Appendix A-1 in the RFP and resulting contracts stipulates that replacement staff with comparable skills must be provided at the same or lower hourly rate.

22. Q: Is the cost of a direct supervisor of the FEFs and RRSs considered a direct cost under personnel or an indirect cost?

A: Funds may be used for expenses that are reasonable and necessary to complete the scope of work. A district supervisor would be a direct cost and be included under Salaries. **(Indirect costs** are agency or central service agency costs that cannot be directly associated with the administration of a particular program and therefore cannot be charged as a direct program expense. Indirect costs include, but are not limited to, physical overhead, space occupancy, utilities, information technology and central service agency costs.

23. Q: Can a member of the bidding agency support staff (e.g., Finance) submit all required fiscal documentation, such as quarterly vouchers and M/WBE reports, on behalf of the agency?

A: Yes, support staff can submit required fiscal documentation.

24. Q: Is the cost of refreshments provided to attendees at training sessions an allowable expense under the grant?

A: Food is not an allowable cost.

25. Q: The cost proposal package does not mention a budget narrative. Is it recommended to include one?

A: A budget narrative is not required; a Year 1 Workplan and the Cost Proposal Form are required.

26. Q: Is a budget narrative required? Is a budget narrative allowed as part of the submission?

A: A budget narrative is not required but is allowed; a Year 1 Workplan and the Cost Proposal Form are required.

27. Q: Is translation of materials into other languages an allowed expense as part of the budget?

A: Translation services is an allowable expense and would be included under Purchased Services on the Cost Proposal Form.

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MWBE Questions

28. Q: Similar to other NYS Contracts are: salaries, fringe benefits, building/liability insurance, postage, telephone/internet, rent and utilities able to be excluded from the total when calculating M/WBE requirements?

A: No. Some categories are subtracted on a Goal Calculation Worksheet before the M/WBE percentage is calculated in Grant RFPs, but that it is not the case in a Procurement RFP like this one.

29. Q: Is the level of MWBE participation factored into the scoring? Will respondents be penalized for requesting a partial waiver?

A: Review and scoring of a bidder's Technical and Cost proposals does not take M/WBE participation into account. Therefore, requesting a full or partial M/WBE waiver does not adversely affect a proposal. Once an award is announced however, a contract cannot proceed before M/WBE is approved.

30. Q: The purpose of this correspondence is to seek information regarding the process for submitting a bid for this opportunity or potentially becoming a subcontractor. I am unsure if the attached "Face Center Workplan Template" is the requisite document for submission or if there are additional RFP documents that need to be downloaded for the proposal submission.

A: The FACE Center Workplan Template is only one of the required documents. The proposal submitted in response to this RFP must include the following documents submitted by email to cau@nysed.gov in Microsoft Office or editable PDF per the electronic proposal submission procedures outlined on page 2 of the RFP, preferably with each of the following sets of documents attached as a single file (i.e. one email with four attachments):

- Submission Documents bearing signatures
- Technical Proposal bearing signature (please specify region of bid on the first page of the proposal)
- Cost Proposal
- M/WBE Documents bearing signatures

The workplan should be included as part of the Technical Proposal.

All required documents can be downloaded from the [P-12 Procurement Opportunities](#) webpage.

As for having an opportunity to serve as a subcontractor, you can contact vendors selected for FACE Center contracts. Bid results and Award results are posted to the Contract Reporter ad once available.

Questions about Submissions

31. Q: Are there any formatting requirements for the proposals (page counts, fonts, page margins, etc.)?

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A: There are no font or margin requirements and no restriction on number of pages. However, proposals should be prepared simply and economically. Technical and cost proposal documents should be submitted in Microsoft Office. PDF files that are editable and Optical Character Recognition (OCR) searchable are acceptable. Please do not submit the technical or cost proposal as a scanned PDF.

32. Q: Would letters of support enhance our proposal? Are attachments allowed?

A: Letters of support were not requested for this RFP and will not factor into scoring if submitted. Proposals should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide complete presentation. If supplemental materials are a necessary part of the proposal, the bidder should reference these materials in the technical proposal, identifying the document(s) and citing the appropriate section and page(s) to be reviewed.

33. Q: On page 2 of the Submission Documents Package, I am unsure what #1 means—Electronic Signature Attestation (sign beside or provide an email) Is this a form? Do I simply sign on line # 1?

A: One attestation covers all documents, and one email is preferred with four attachments (Submission Documents, Technical Proposal, Cost Proposal, and M/WBE Documents). The signer can then place the following statement in the body of the email:

"I agree, and it is my intent, to sign this document by [describe the signature solution used] and by electronically submitting this document to [name of recipient individual or entity]. I understand that my signing and submitting this document is the legal equivalent of having placed my handwritten signature on the submitted document and this attestation. I understand and agree that by electronically signing and submitting this document I am affirming to the truth of the information contained therein."

Or copy the statement onto paper, sign it, scan it and include it with the Submission Documents package.