

**SOLICITATION ADDENDUM TWO
QUESTIONS AND ANSWERS AND SCHEDULE OF EVENTS**

Date: 12/10/2024
To: All Bidders
From: Dhinesh Santhakumar,
Department of Health and Human Services
RE: Addendum for Warmline RFI
to be opened December 27, 2024, at 2:00 p.m. CST

CLARIFICATION/ADDITIONAL INFORMATION

1. A second round of questions is being posted to include questions that were inadvertently omitted/overlooked during the Question and Answered period (November 12, 2024, to November 22, 2024). Respondents are highly encouraged to review the additional questions and corresponding answers outlined herein.
2. No additional questions are being accepted.
3. The Schedule of Events has been amended and shall now read as shown in Page 2 of 5.
4. It is the responsibility of bidders to check the State Purchasing Bureau website for all addenda or amendments.

Revised Schedule of Events

ACTIVITY		DATE/TIME
1	Release Request for Information	November 12, 2024
2	Last day to submit written questions: DHHS.rfpquestions@nebraska.gov	November 22, 2024
3	State responds to written questions through Request for Information “Addendum” and/or “Amendment” to be posted to the internet at: http://das.nebraska.gov/materiel/purchasing.html	December 6, 2024
4	RFI DUE – Online Via Webex IT IS THE RESPONDENT’S RESPONSIBILITY TO UPLOAD ELECTRONIC FILES BY DUE DATE AND TIME. EXCEPTIONS WILL NOT BE MADE FOR TECHNOLOGY ISSUES ShareFile Electronic Proposal Submission Link: https://nebraska.sharefile.com/r-r4e2dad0b39794018bd76ce1e24c1d65d Join Webex Meeting: https://sonvideo.webex.com/sonvideo/j.php?MTID=m6ee820afd7724cfed54994e783ec7c3e Join by meeting number Meeting number (access code): 2495 353 6007 Meeting password: hsPwnMVW668	December 23, 2024 2:00 PM Central Time December 27, 2024 2:00 PM Central Time
5	Conduct oral interviews/presentations and/or demonstrations (if required)	To Be Determined

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned solicitation. The questions and answers are to be considered as part of the solicitation.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>	<u>State Response</u>
1	A. Schedule of Events	Page 1	What is the anticipated date for issuing an RFP pursuant to this solicitation?	Please refer to Addendum One Question 1.
2	B. Background and Historical Context	Page 4	What level of public participation does the state anticipate for this initiative?	If the State elects to pursue an RFP for the Warmline, the State anticipates incorporating design and development public input sessions, workgroups, and feedback sessions as well as ongoing public/stakeholder input and design feedback to ensure the project addresses the needs of the intended population effectively.
3	D. Scope of Requested Information	Page 5	Does the state feel it's advantageous to have a high percentage of representatives who live in a federal HUBZone (HUB) or Nebraska Enterprise Zone (NEZ), to better empathize with callers?	The state is neutral about there being a better ability to empathize with callers due to representative's geographic location. Respondents may share any information they feel would be beneficial for the state to examine the merits of these dynamics. Such dynamics would be carefully considered by the State to discern inclusion of any desired objectives for a subsequent Request for Proposal (RFP).
4	D. Scope of Requested Information	Page 6	Are there any page limitations and/or formatting requirements we should be aware of?	No, there is no page limitations for the RFI. Respondents are to provide the information as requested in the RFI document and in accordance with Section (II)(F). There is no specific formatting requirement.
5	D. Scope of Requested Information – Q3	Page 6	Does the State have a defined list of referral types it wants the Warmline to address?	In response to an RFI, the state is interested in information and suggestions about what types of referrals should be considered. If a formal defined list is identified, that will be included in a potential future Request For Proposal (RFP).
6	D. Scope of Requested Information – Q3	Page 6	Does the State have a defined list of the referral types that must be passed along to CFS?	Please refer to Question 5 directly above.

7	D. Scope of Requested Information – Q13	Page 6	Is the State looking for the vendor to provide local support for non-profits exclusively, or in coordination with the Vendor to provide the referral partners?	If the State decides to pursue an RFP, the state envisions the most ideal arrangement would be a combination of local non-profit agencies who already are serving family referrals as well as an inclusion of suggested additional partners, either internal to the vendor or otherwise.
8	D. Scope of Requested Information – Q13	Page 6	Is it the States goal to vet each local supporting non-profit agency?	No, the state's goal is not to vet each local supporting non-profit agency as a component of a referral network as those agencies are already currently serving families. The state would imagine the selected vendor to likely to gather information regarding these potential referral sources to ensure complete understanding of service provided, eligibility and capacity.
9	D. Scope of Requested Information – Q14	Page 7	Is the State requiring any professional certification or credentialing of front-line phone personnel?	The state is interested in any information regarding certification or credentialing that interested vendors might already utilize or recommend. responders to also refer to Addendum One Question 10.
10	D. Scope of Requested Information – Q14	Page 7	Does the state have a preference on a specific case management software to be used, and who would be responsible for maintaining the system, etc.?	No, The state does not have a preference/requirement at this time. This RFI is seeking information being proposed from interested vendors for software or platforms already being utilized. Please refer to Addendum One Question 20 for more information regarding similar question.
11	General		Would the State conduct the marketing of this service to promote awareness or is that a requirement of the successful bidder?	This would be a combined effort between State and Vendor. The state seeks information through this RFI on recommendations to ensure broad marketing to a diverse audience.
12	General question		Has a budget for the Warmline services already been approved by the legislature?	No budget requests for the Warmline have been sent to the legislature.
13			Does CFS have an estimated budget or planned spending for Warmline services? If yes, can that be provided to RFI respondents as it may impact recommended design and approach.	Please refer to Question 2 in addendum One.
14	General question		While we understand this is a new program, can CFS provide an estimate of the number of calls the Warmline might receive per month?	Please refer to Question 13 in addendum One.

15	General question		Will the Department perform outreach and promote or publicize information about the Warmline?	See Question 4 in addendum One and Question 11 directly above.
16	C. Intended Impact	Pages 5-6	For calls that would come directly into the Warmline, is it expected that the selected contractor will work with CFS to develop a crisis transfer protocol and establish criteria for determining what calls need to be transferred to the DHHS Child Abuse and Neglect Hotline?	Yes, if a subsequent RFP is pursued, DHHS would coordinate with the potential selected vendor. Any formal training regarding the crisis transfer protocol workflow related but not limited to, DHHS child abuse and neglect hotline, would be announced as a requirement in a potential RFP.

This addendum will be incorporated into the solicitation.