

Making A Connection (MAC) Request for Proposals

Question and Answers

May 2019

Mentors

- Can program staff serve as mentors in addition to recruited volunteer mentors?
 - Program staff may also serve as mentors and must also abide by the same training and required qualifications as pointed out on Page 4 of the RFP under Program Intent.
- Can a mentor have more than one refugee youth assigned to them?
 - Mentors may have more than one youth assigned to them if they can provide adequate time and attention to each, ensuring the required program elements are met, as described on pages 5-8 of the RFP.
- Can mentors be the student's peers? For example, can college students serve as mentors?
 - The intent of the MAC program is to pair adult mentors (age 21 or older) with younger refugee youth (ages 15-24). For example, a 21-year-old college student may be an acceptable mentor to a 15-year-old, but may not be a mentor to a 23-year-old refugee youth. However, in no case should an adult mentor also be a MAC client/participant.
- What makes a MAC mentor qualified according to BRS?
 - A qualified MAC mentor will be recruited, trained, and screened by the contractor in accordance with the program service strategy and be able to meet the required program elements, as described on pages 4-8 of the RFP.
- Is the expectation that mentors would create case notes or would program staff be able to complete case notes on the mentor's behalf?
 - Program staff, other than mentors, should complete case notes. However, if a mentor is also program staff then they may complete case notes.
- Can incentives for mentors be included?
 - Incentives for mentors is not a component of the service strategy detailed in this RFP.

BRS Information Network (BIN)

- Is BIN required for tracking case notes or can grantees utilize other case management software?
 - BIN is the required method to be used by contractors to report individual participant data, contract performance and preparing claims for payment. BIN also includes a component where contractors can enter client case notes directly into BIN. However, a grantee may utilize its own method for recording client case notes as long as it is technologically and administratively secure and confidential.

- Can the grantee track intake and case notes by using an online case management system rather than on paper?
 - The grantee may utilize a secure and confidential online case management system to track intake and case notes. It must be available to be monitored by BRS as described on page 19, Item 4. Monitoring. Additionally, the grantee must ensure the program staff understand that information concerning individuals served or studies conducted under the project is private and confidential and such information may not be disclosed to unauthorized persons or entities consistent with page 22 of the RFP.

Program Services

- Are activities provided in a group setting billed for each student individually?
 - Grantees will be reimbursed for individuals based on its approved rates for the respective deliverable/outcome.
- Is it possible to serve some students without matching them with a mentor? For example, if after completing an ICP a student is only in need of services that can be provided by program staff directly, is it a requirement that they also be matched with a mentor?
 - No. All MAC participants should be matched with a mentor.
- Is it allowable to serve students at different levels of engagement based on their needs?
 - Yes.
- Under the “Community Integration” deliverable the RFP states, “The contractor organizes or facilitates a one time/one-day event that introduces or orients the participant to their local community, state or country.” Would a recurring volunteer or community service event (for example one that happens monthly) be a billable activity?
 - Yes. Recurring events are acceptable under the Community Integration deliverable/outcome.
- Regarding Academic Services, would each tutoring session or each day of attendance in a High School Equivalency (HSE) course provided by the grantee or mentors be counted individually?
 - A completed HSE course, rather than each class, would be considered an individual task. However, each completed tutoring session would be considered an individual task.
- Page 6, Academic Support and Career Development states, “Participants will receive assistance in enrollment in an appropriate certified program in which classes and testing are offered.” Can BRS please clarify what makes a program certified? For example, can the grantee offer a High School Equivalency (HSE) course through this RFP if they are not certified and refer to a partner site for testing?
 - No. Grantees should only refer MAC participants to certified HSE classes and testing that can be counted towards a Test Assessing Secondary Completion (TASC) diploma.

- Does each participant need to receive all five deliverables/outcomes?
 - An applicant must offer, but is not required to provide all deliverable/outcomes to all MAC participants. The Individual Connection Plan (ICP) is the only required deliverable/outcome for all MAC participants.
- In order to claim the Health & Financial Literacy - Health education service, does the client have to receive education on all six topics/modules from the MAC curriculum?
 - An applicant's capacity to impart health and financial literacy is not limited to only those contained in the MAC Curriculum. An applicant may use other local or statewide resources to impart similar or more education as a MAC participant's needs dictate.

Eligibility

- Is the pre-qualification (eligibility) of program participants the same as others? Length of time in U.S.?
 - Please refer to pages 8 and 9 of the RFP, Section VIII, Eligible Participants.

RFP

- Regarding the maintenance of effort on page 17; How does this apply to existing MAC contract holders?
 - This does not apply to any current MAC contractors. This is a new RFP for a new MAC program, with different deliverable/outcomes and required or allowable tasks.
- Can the applicant propose a continuation of some of the services previously offered through MAC that are also allowable under this RFP?
 - No. This is a new RFP for a new MAC program, with different deliverable/outcomes and required or allowable tasks.
- Where is the e-budget located?
 - The e-budget was not included as a pre-submission upload in Grants Gateway as originally stated in the RFP that was released on Thursday, May 2. A clarification announcement was made via Grants Gateway to all prospective applicants on Thursday, May 16, 2019. A correction was made to page 32 of the RFP. The RFP and E-budget can be found at <http://otda.ny.gov/contracts/2019/MAC/>.
- Can an applicant mail in a paper application in response to this RFP?
 - No. All applications must be submitted in Grants Gateway.