

**“Targeted Case Management Training”**  
**OPASS 18-17062, eMM# MDM0031037607**

Additional Vendor Questions 2 Received Via Email

1. **Question:** Based on the Q&A – The 25 participants to be trained by the Contractor will be trained on the entire curriculum over three days. Will there be an expectation for the participants to be familiar with the training content of all the modules prior to these sessions in order for the Contractor to focus on:
  - a. The Training Manuals
  - b. Strategies for presenting the information to the CCS staff the trainers will be training?
  - c. Methods for tracking completion of training

**Answer:** While the trainees may have basic knowledge expected of a hired case manager, the purpose of these training modules is to ensure that they are educated on DDA's expectations and national best practices around each of the focus areas. In all of the training, its expected that some of the content

may be review for some and new for others

2. **Question:** Specific to the information on Person Centered Thinking and Practices, are subsequent trainings planned to further develop the CCS' knowledge and use of these skills and practices?

**Answer:** While there are current training in place to address Person Centered Thinking and practices, the specific training should also address in detail. Developed training may be revised to include DDA's guide [https://dda.health.maryland.gov/Documents/PCP%20CCS%20Guide%20\(December%202017\).pdf](https://dda.health.maryland.gov/Documents/PCP%20CCS%20Guide%20(December%202017).pdf) . In all of the training, its expected that some of the content may be review for some and new for others.

3. **Question:** Is any information available on the total amount of time that will be allotted for the participants completing this training to train, in turn, the CCS as they come on board?

**Answer:** The trainer is only responsible for ensuring that the core 25 participants are trained. They, in turn, will be responsible for training current and newly hired ccs's.

4. **Question:** Is any information available on the anticipated class sizes for the trainings that will be conducted in future by those who have completed this training?

**Answer:** Per the RFP 75 is indicated.

5. **Question:** Will the future training participants (the trainees of those completing this TCM program) be expected to meet any minimum requirements/competency prior to attending the TCM training?

**Answer:** All participants are lead staff at the TCM agencies and at DDA. As hired staff, they are expected to have a thorough understanding of expectations, however, this training is meant specifically for the ccs's they will eventually be responsible to train.

6. **Question:** The RFP Key Information Summary Sheet refers to a Start-up Period prior to the Go-Live Date. However, we don't find this term in Appendix 1 Definition. Is any information available on the anticipated start date and length of the Start-up Period?

**Answer:** Per the RFP, Contract Duration: One year from the anticipated Go-Live Date (see Appendix 1 Definition), of (October 1, 2018). This one-year term is in addition to the duration of the Start-Up Period (see Appendix 1 Definition)

7. **Question:** Please clarify how a new company (under 3 years) would indicate financial stability.

**Answer:** Financial stability needs to be indicate through either Bradstreet ratings or through your bank verification or some other means to show that you have capacity to meet the needs of this contract within the specified time indicated.

8. **Question:** Could a new company whose key staff have done similar work in the past provide references from work while employed elsewhere and for longer than 5 years ago?

**Answer:** Yes