

**Denver Preschool Program (DPP)
2024 Customer Service – Enrollment and Eligibility
Request for Proposals - Frequently Asked Questions**

Does DPP have an internal resource to help the winning contractor in navigating DPP’s internal systems?

DPP is a small team consisting of eight (8) staff members. The prevailing vendor will have a DPP staff member as contract lead and strategic oversight. DPP relies on third-party consultants and vendors to support our business practices.

Referring to page 10 of the RFP, would the winning contractor be responsible for sending and receiving physical mail on DPP’s behalf?

DPP meets families where they are, meaning if the family selects physical mail as their preferred communication method, the selected contractor will need to send and receive mail on behalf of DPP.

Are there any other languages, other than English and Spanish for which DPP requires support services?

DPP strives to meet the needs of the community we serve. DPP’s application is currently translated into eleven (11) languages. The ability to provide support in English and Spanish is a minimum requirement.

Do agents of the winning contractor need to be located in Denver, Colorado?

DPP requires our contractors to understand the unique landscape and community fabric of the City and County of Denver, and the proposal should demonstrate that. For this scope of work, agents are not necessarily required to reside within the City and County. The RFP scoring process does require the scoring committee to review whether or not prospective vendors are Denver entities, and Denver entities may be given preference.

Referring to page 11 of the RFP, is the winning contractor responsible for maintaining hard-copy documents?

DPP meets families where they are. If a family elects to submit hard copies of the DPP scholarship application rather than a digital application, the winning contractor would be responsible for safely and securely maintaining those hard-copy documents in accordance with the Colorado Privacy Act.

Referring to page 6 of the RFP, if oral presentations are required/requested, when would we be notified?

If oral presentations are needed, prospective offerors will be notified at least one week in advance of the presentation.

Referring to page 7 of the RFP, the day/time listed to submit the proposal is listed as April 24 on the cover, but also listed as May 29 on page 7 – What is the correct date?

Please excuse the typo in the last sentence of the paragraph on page 7 and refer to the submission deadline outlined in the Proposal Schedule and RFP cover. The proposal submission

deadline is April 24, 2024 at 3 p.m. MT. An updated RFP document reflecting this correction is available on our website, and we apologize for any confusion.

Referring to page 7 of the RFP, please provide detailed guidance on the minimum technologies and services that must be ready to “Launch” on 9/1/24. Please provide a general timeline for the launch schedule for services and technology that are not required to go live on 9/1/24.

Based on the RFP and information provided therein, DPP is looking to launch this contract as of September 1, 2024, allowing for overlap with the existing vendor to create a transition that is seamless to our clients. We encourage prospective vendors to propose a transition schedule based on best practice and support no interruption for our clients.

Referring to page 11 of the RFP, what does a “case management-like program” mean to DPP with regard to the Scholarship program? Does DPP have specific expectations for this program?

The DPP Scholarship program is hands-on and requires individual assessment of each potential applicant. Case management-like refers to the detail-oriented nature of this work and the prospective vendor’s ability to support enrollment in this program on a case-by-case or individualized basis.

Referring to page 13 of the RFP, please provide additional guidance on DPP transition expectations for new vendors? How many weeks will be allowed to completely take over operations? Will the previous vendor be available to support the transition after 9/1/24? When will all technology requirements be expected to be in place? Will project management services/support be provided by DPP, or will all project management services be incurred by the new vendor?

DPP is looking to launch this contract as of September 1, 2024, allowing for overlap with existing vendor to create a transition that is seamless to our clients. The current vendors contract term expires September 30, 2024, and can be extended as necessary. We encourage prospective vendors to propose a transition schedule based on best practice and support limited to no interruption for our clients.

The current contractor will be required to use commercially reasonable efforts to cooperate and coordinate with DPP for the transition of relevant records maintained by the Contractor in connection with the Denver Preschool Program. Provided the Contractor is reimbursed for any costs incurred and subject to confidentiality and competition protections, the Contractor will also use commercially reasonable efforts to cooperate and coordinate with any successor contractor or provider retained by DPP in transitioning the operation.

Referring to page 13 of the RFP, one part of the Information Management Section reads, “Support or lead Denver Preschool Program’s effort to move to a secure and fully integrated, web-based platform for parent communication and data collection in relation to business integrations or enrollment needs.” - Can you provide any information about what functionality is expected as part of this parent communication functionality?

With the ever-increasing use of technology for families and clients, the Denver Preschool Program seeks to create a fully integrated, web-based platform for family communication and data collection. We are seeking technology to create a one-stop shop for families to utilize DPP enrollment, payment and other resources applicable. This may also include the ability to communicate with families within the platform such as a drip campaign or prescribed communications flow. Such platform must also comply with data collection and privacy policies.

Referring to page 20 of the RFP, please explain how the "Pass/Fail" requirement for "Denver-based company or MBE/WBE/DBE Certification" will impact the scoring. How will Pass/Fail ratings be used to tabulate a vendor's total proposal score? Does a "Fail" rating automatically eliminate a bidder? How does a "Pass" rating add to the tabulated proposal score?

The Denver Preschool Program and our RFP process prioritize diversity, equity, and inclusion. Therefore, DPP treats this aspect of our scoring system as a pass-fail designation, as it is binary—you either meet the criteria or you do not, with no middle ground. While no points are directly attributed to this category, it may serve as a deciding factor in the event of a tie. Additionally, the required 'staffing plan' section of the respondent's proposal should thoroughly assess equity, diversity, and inclusion, ensuring that proposed plans reflect the diverse community DPP serves. Furthermore, we do not require businesses to certify for diversity status because the certification process can create barriers for the very minority or women-owned businesses this practice aims to assist. Offerors are encouraged to demonstrate their commitment to DEI within their proposals, emphasizing their strategies for promoting diversity, equity, and inclusion.

Referring to page 20 of the RFP, please describe the methodology for calculating the evaluation and award points. Will each proposal be evaluated on a stand-alone basis, or with the scoring be comparative? For example, on the Qualification/Experience, Data Management, Methodology/Work Plan, and Staffing Plan sections can every bidder earn maximum points for each section? Or will each section be score relative to other bidders, or can only one bidder earn the maximum points?

Each proposal will be evaluated independently based on the criteria outlined in the Qualification/Experience, Data Management, Methodology/Work Plan, and Staffing Plan sections. Bidders have the opportunity to earn the maximum points allocated for each section based on the quality and completeness of their submission in relation to the specified evaluation criteria.

However, the evaluation will also involve comparative analysis among proposals to ensure consistency and fairness. While multiple bidders may achieve the maximum points for a particular section if they meet or exceed the established criteria, the relative performance of each proposal will also be considered in the overall assessment.

Ultimately, the goal is to select the proposal that best meets the needs and objectives outlined in the RFP, taking into account both individual strengths and comparative performance among all submissions.

Referring to page 20 of the RFP, how will the “Value of Budget/Proposed Cost/Budget Narrative” be evaluated? Is it based exclusively on the 3-year total price for the base scope of work? If not, please detail the evaluation methodology for this section.

Prospective vendors should ensure that proposals are aligned to the budget estimates. As noted in Section VII: Evaluation and Award, proposals can receive up to 20 points for the Value of Budget/Proposed Cost. Offerors are encouraged to submit a clear and concise budget that will provide the highest quality services with the lowest possible cost.

When scoring the budget section, the committee will consider the following in evaluating the criteria:

- Value of Budget/Proposed Cost:
 - Line-item budget outlined response requirement.
 - Line-item budget detailing any development costs, including but not limited to training, equipment, staff and physical plan to complete the Scope of Work.
 - Line-item budget detailing ongoing costs for the Scope of Work.

Referring to page 20 of the RFP, how will the “Value of Budget/Proposed Cost/Budget Narrative” be evaluated across proposing vendors? Can each vendor earn the maximum points for this category? Or will the lowest price vendor automatically receive the maximum allocated points and other vendors receive points based on a percentage of the lowest priced bidder? For example:

- Bidder A proposes \$750,000
- Bidder B proposes \$1,000,000
- Bidder A receives 20 points as the lowest bidder (maximum points)
- Bidder B receives 15 points calculated by $\$750,000/\$1,000,000 = 75\%$, $75\% \times 20 \text{ points} = 15 \text{ points awarded}$

If the example provided above is not the calculation methodology, please provide detail on how points for the will be calculated “Value of Budget/Proposed Cost/Budget Narrative”

Each proposal will be evaluated independently based on the criteria outlined in the proposal, including the budget section. Bidders have the opportunity to earn the maximum points allocated for each section based on the quality and completeness of their submission in relation to the specified evaluation criteria. The proposal evaluation process will also involve comparative analysis among proposals to ensure consistency and fairness, however, scoring will be focused on independent submissions.

The RFP Scoring Committee will evaluate the budget based on the value for the proposed scope of work. Contractors are encouraged to submit a budget that will provide the highest quality

services with the lowest possible cost. Scoring the proposal budget involves examining the full scope of work proposed in the other sections of the proposal. The scoring committee will evaluate if the proposed budget accurately reflects the rest of the submission. It isn't guaranteed that the lowest budget will receive the highest rating, but rather that the proposal with the best budget in relation to respondent's proposed scope of work be scored accordingly.

Offerors should prepare the written proposal without the assumption that an opportunity for a Best and Final Offer will be made available, and their most favorable proposal should be submitted as their initial written submittal.

Referring to page 20 of the RFP, based on the RFP requirements, proposal information for the specific scoring categories is required in multiple sections, please provide additional detail on how required information provided in multiple sections will be aggregated in the scoring. For example, Data Management information is required in the Methodology/Work Plan Data Project Expectations (PG 8), general Work Plan response requirements for scope activities (PG 19) and in the technical questionnaire (PG 18). How will the Data Management requirements be tabulated? Should we consider methodology/work plan to be worth 45 points with data management throughout, or will data management project expectations be judged separately?

The RFP scoring committee will individually score each proposal using the criteria outlined. Each proposal will be scored based on its ability to demonstrate expertise and ability in each criteria area. Offerors should compile their response in alignment with Section VI. Because data management is integral to this work the committee will consider the score for that criteria section throughout the review of the proposal