

Questions & Answers

Q	Bidder Question	DHS Answer	Section	Pg
1.	I attended the webinar this morning. I recall that it was said that we were strongly encouraged to list partners. I don't recall if it was: (1) local partners that will help us with outreach; (2) if that statement was in reference to agencies applying together; or (3) was it regarding the three references we have to list?	The statement was in reference to agencies or bidders applying together. In accordance with Section IV of the RFP, <i>"DHS strongly encourages potential bidders to engage with other community partners able to support the community outreach and education components"</i>	Scope of Work	5
2.	How long is the actual application for excluded workers and approximately how long will each one take to fill out? This would affect what we or others put into a request to make sure we have adequate capacity or how much we need to ramp up to meet that need	The application is 8 pages in length, including instructions, signature pages etc. There are 4 required pages of content that need to be completed by an applicant. The length of time to complete the application will depend on the applicant.		
3.	Similarly, is there a checklist developed around what is needed for Excluded New Jerseyans applicants?	Checklists and job-aids will be made available to successful bidders as part of the training and onboarding process. Also see Question 4 below, as the portal will have checklists incorporated.		
4.	Is there a particular digital infrastructure that will be needed to help folks fill out?	DHS will have a website with program information including program criteria, eligibility and contact details / locations of successful bidders for the general public to reach out for assistance in completing the application. There is also a secure online portal to accept applications and verify eligibility and upload required documents online. This portal will be made available to providers when they are awarded the funds. Providers/bidders will need computers and internet to access the portal.		
5	What is the last date to have "Spent down" on the grant if received?	Services and costs must be incurred by the end of December 2021. As stated in the RFP: <i>"and a payment of the per completed application-fee on a monthly basis, with all grant funds received no later than December 30, 2021."</i>	Purpose & Intent	3
6.	Under the RFP for the Excluded New Jerseyans Fund Program – what will be the required documentation from individuals and families seeking to apply for the direct cash assistance? Will letters of termination be required from employers or overdue medical bills?	List of required documents will be provided at time of program launch, and successful bidders will be given training to implement the program appropriately. From RFP: <i>"Sample application and list of supporting documents available upon request."</i>	Background and Population to Serve	4
7.	Is the intent to award to multiple bidders or does DHS plan to award to a single vendor for these services?	The intent is to award grants to bidder(s) based on processing capacity; geographic coverage, and language / cultural competency experience for outreach in order to implement the program successfully.		

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8.	Was the Zoom call (DHS Prospective Bidder Presentation) held on 9/22 recorded? If so, can the recording be provided?	No, the Zoom meeting was not recorded. The meeting reviewed only the information provided in the RFP and no questions were taken from participants.		
9.	In order to facilitate potential partnerships, would you please provide a listing of the organizations/individuals who were participants in the DHS Prospective Bidder Presentation?	We are not distributing a listing of organizations/individuals who were participants in the DHS Prospective Bidder Presentation.		
10.	What exactly is the scope of work? Will the state give organizations a list of potential applicants, or is the organization expected to find applicants through outreach? Does the organization have to review completed applications, or just help applicants fill them out? Can they be filled out by phone?	<p>The scope of work is as stated in Section IV of the RFP.</p> <p>For Program Implementation Services, bidders will pull applications submitted by the public from a queue in the online application portal for processing, review and render eligibility determinations, regardless of whether the applicant received assistance from bidder.</p> <p>For Program Outreach, Education and Support services part of that task should involve helping applicants who need assistance to submit the application form, whether in person, online or over the phone. The general public can submit applications without the assistance of bidders.</p> <p>Training will be given to successful bidders at the time of program commencement.</p>	Scope of Work	5-6
11.	The RFP says that organizations receive \$10 per each completed application. What is a "completed" application? If we help someone fill out an application but they do not supply the needed documentation, is that considered completed? If an application is filled out but the person does not qualify, is that considered completed?	<p>An application is considered completed when: 1) when bidder starts reviewing process 2) eligibility is reviewed 3) relevant documentation is attached 4) non-duplicative application verified 5) review completed.</p> <p>An application is considered completed when it meets the above criteria, regardless of whether the applicant qualifies for the program.</p> <p>The \$10 per application applies to the processing and eligibility review of an application, not the outreach component of helping an applicant fill out their application. If the bidder assists an individual with the application but the individual does not submit a completed application, then the bidder will not receive the \$10.</p>		

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12.	What happens if circumstances arise - it's difficult to reach clients, they don't respond with paperwork, etc. - to make it more difficult than expected to complete each client case, and we can't reach the full 1,000-applicant minimum?	The 1,000-applicant minimum refers to the processing of applications not to outreach services. See also Question 10. There will be a process to address applications with missing documentation as to not delay review processing time.		
13.	In the section on Appendices, the RFP says organizations must provide a "single audit report or certified statements." Because of the cost, we do not get audits from outside accountants. Does that disqualify us? What does a "certified statement" entail - how long a period, certified by whom, etc.?	The bidders most recent single audit report (A133) or certified statements is required.  A certified statement is an income statement, balance sheet, and/or statement of cash flows that is issued along with an audit report from a certified public accountant. In the audit report, the auditor attests to the accuracy of the financial statement.		
14.	The RFP seems to say we can conduct outreach, assist and review the applications of our members. But I have also heard we have to review applications in the database/portal. It seems to me there is two sets of distinct responsibilities: outreach and review applications. Outreach might also mean helping community members complete applications but those applications have to be reviewed again by another CBO worker. Is this right process?	As per the RFP Scope of Work, bidders (with partners if necessary) need to provide both outreach services " <i>Program Outreach, Education and Support</i> " and application review and processing services " <i>Program Implementation</i> ". See also Question 10.	Scope of Work	5-6
15.	Do you have an application draft to share? We need to know how much time to review one application in order to determine personnel costs	From the RFP: " <i>Sample application and list of supporting documents available upon request.</i> " See also Question 2.	Background and Population to Serve	4
16.	What is the deadline to expend funds? I see that funds will be dispersed to awardees by Dec 30, 2021 and that reports are due 30 days after funds are expended. What is the full length of the program period?	Services and costs must be incurred by the end of December 2021.	Purpose & Intent	3
17.	How many awards do you anticipate making, and should organizations assume that the \$900,000 available for service administration will be split across implementing partners?	Total number of awards will depend on the processing capacity of the awardees and proposed budget, with approximately \$900,000 in funding available to bidders, which includes both the initial program grant and the \$10 per application. See also Question 7.		
18.	What is the maximum amount of money an organization can apply for?	There is no maximum amount of money a bidder can apply for, but the budget is an evaluation factor in awarding the funding to bidders. See also Question 17.  Pursuant to the RFP: " <i>Budgets will be reviewed based on costs associated with the completion of applications as per organization's capacity outlined in proposal narrative</i> "	Required Proposal Content	8

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19.	What are the allowable expenses? We need two of our staff members to dedicate their time for this. There are expenses such as: travel reimbursement, cell phones, laptops with wifi, etc.	Any reasonable costs associated with staff hiring, backfill, technology, travel necessary to stand up and operate this program. From RFP: <i>“Budgets should include administrative costs, equipment and supplies, staffing, community outreach and support, service provision costs associated with this program. Please include any costs that will be allocated to partner organizations. Budgets will be reviewed based on costs associated with the completion of applications as per organization’s capacity outlined in proposal narrative.”</i>	Required Proposal Content	8
20.	We understand is \$10,000 in advanced, what is the full amount	The minimum initial allocation per successful bidder is \$10,000. As per section I the total budget should include any setup and outreach costs, and projected costs for supporting the processing capacity proposed (both startup and ongoing).  As per the RFP: <i>“vendors will receive monthly payments equal to \$10 for each non-duplicate program application completed through the eligibility process during that month.”</i>	Purpose & Intent	2
21.	Can you please forward a sample application and list of supporting documents?	From RFP: <i>“Sample application and list of supporting documents available upon request.”</i> See also Question 2 above.	Background and Population to Serve	4
22.	Does the number of people we commit to include those that we meet with and do the evaluations for, but do not meet the requirements and/or do not have the supporting documents?	The number of applications that you can commit to processing should be based around your organization’s capacity to support Program Implementation tasks, as distinct from the outreach activities referenced in the question.  See also Questions 10 and 11 for further information.		
23.	What percentage of the total grant will be advance to commence the service?	The RFP states: <i>“Approximately \$900,000 in funding is available for the services encompassed by this RFP through December 30, 2021. An initial allocation of not less than \$10,000 in grant funding will be provided by DHS to successful bidders to allow for program outreach, startup, and related costs based on organizational size, capacity and regional reach. In addition, vendors will receive monthly payments equal to \$10 for each non-duplicate program application completed through the eligibility process during that month.”</i> See also Questions 17 and 19.	Purpose and Intent	2

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24.	I'm interested in submitting a proposal for the "Excluded New Jerseyans Fund Program". Is there any way I can access a recording or the materials shared during the prospective bidder presentation on 9/22	No, the Zoom meeting was not recorded. See Question 8.		
25.	Would it be possible to access a recording of the webinar, if one was made?	No, the Zoom meeting was not recorded. See Question 8.		
26.	Is there a minimum number of applications we have to process to be eligible to apply to RFP?	1,000 applications processed is the minimum to be considered as an eligible bidder.		
27.	Is there a maximum to our budget?	There is no maximum budget, but cost is an evaluation factor in awarding the funding to CBOs. See also Questions 17 and 19.		
28.	Although Bergen County was not listed, can we serve anyone who lives there and are eligible?	Yes, Bergen County is eligible.  All successful bidders will be supporting the processing of applications from across the state.		
29.	What kind of documentation will be required from applicants? Do they have to provide some kind of 'immigration status documentation'?	List of required documents will be provided at time of program launch, and successful bidders will be given training to implement the program appropriately. From RFP: <i>"Sample application and list of supporting documents available upon request."</i>  Documentation for immigration status will not be required to apply for this program.	Background and Population to Serve	4
30.	The RFP states the bidder's responsibility will be to "review" 1000-5000 applications. What does 'review' mean or entail?	'Review' in this case means all the activities under the Program Implementation heading in the RFP: "including processing applications received, collecting supporting documentation to determine eligibility, and making eligibility determinations in a timely manner to ensure funds are distributed equitably and on-time". See also Question 10.	Scope of Work	5
31.	How soon will awardees be able to receive startup funds?	Startup funding will be provided as soon as possible after the contract award has been finalized.		
32.	What kind of turnaround time can be expected for the \$10 per non-duplicate applications processed?	As per the RFP: <i>"vendors will receive monthly payments equal to \$10 for each non-duplicate program application completed through the eligibility process during that month."</i>	Purpose & Intent	2
33.	Is there a minimum number of applicants that awardees must commit to?	1,000 Applications reviewed as part of the Program Implementation services is the minimum to be considered an eligible bidder. There is no minimum number of applicants to assist through outreach services. See also Questions 10 and 11		
34.	Has the system and interface for the application already been developed? If so - please confirm what	Yes, the system and interface for the application has already been developed. See Question 4.		

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	system the application is built on ( <a href="https://www.cognitoforms.com/">https://www.cognitoforms.com/</a> )?			
35.	Is there an opportunity to use our own application platform that is based on the State's eligibility requirements (to the application & review process)?	No, see Questions 4 and 34.		
36.	Will people apply through CBOs or will people be able to apply independently of CBOs? Will the state have a public facing website or portal to apply? In the case an organization/CBO does not help an individual apply, who would review the application?	Applicants have the option to apply directly from the application website on their own, independently from bidders or they may reach out to a bidder for assistance with the application. NJ DHS will have a public facing website for the application, see also Questions 4 and 10.		
37.	Does the signed attestation form serve as sufficient proof that someone is ineligible for Federal Stimulus Check and Pandemic Unemployment Assistance? OR is additional supporting documentation required to meet this criterion?	Eligibility criteria and processing training will be provided to successful bidders where required documents will be discussed in detail. See Question 3 above.		
38.	How does someone determine if a person meets the eligibility income criteria (\$55k annual household income) based on the acceptable documentation uploads? For example, how does a reviewer assess a "bank statement" to determine annual income?	See Questions 3 and 37 above.		
39.	Could someone also upload an Income Tax Form as an acceptable document to prove income eligibility?	See Questions 3 and 37 above.		
40.	Can the application be modified to provide further direction on documentation requirements (for example, what we need to see in a bank statement to establish income)?	See Questions 3 and 37 above.		
41.	Who is in charge of reviewing the applications (the bidder(s) or the State?)	Bidders will be responsible for the review process. Bidders will be provided with guidance and training on required documents and proof of eligibility. See Question 3.		
42.	Does the State have any staff or 3rd parties that will be assisting in this application "review" process OR is this solely the role of the CBOs/bidders?	NJ DHS and their 3 <sup>rd</sup> party Program Integrity Monitoring partner will be responsible for auditing and compliance. See Question 3.		
43.	Page 8 & 9 of the application are attestations that require signatures. What is the expectation to gather this signature (does the applicant have to print the form, sign it, then upload it to the application system?). Is any type of electronic signature process supported?	Bidders will be provided with guidance and training on required documents and proof of eligibility. See Question 3.		
44.	Residency, Identity, and Age (List C) - does the review process require us to do any verification on the authenticity of the letter (i.e. verify that the person who signed the letter is who they are representing)?	See Question 43.		
45.	At the end of the application, it says " applicants will be contacted with the status of their application" - who is contacting the applicants exactly, the CBO or the State?	DHS's technical infrastructure will include updates to applicants on the status of their application. Successful bidders will be provided with training on outreach to		

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		applicants through the review process, see Question 3.		
46.	What is the interface that the reviewer uses to "review" the application and documents? Has this been developed yet? If so, what are the key features?	See Questions 3, 10 and 34.		
47.	Is there a communication interface (or channel) where reviewers can reach back out to applicants to ask clarifying questions on their application/document uploads? How would you anticipate reviewers reach out to applicants?	See Question 45.		
48.	Are the application document uploads organized? In a single file per applicant?	Successful bidders will receive training on the application review system, see Question 10. System will maintain applications and supporting documents organized for review.		
49.	Will CBOs be able to see where an application is in the review process?	Successful bidders will receive training on application review system, see Question 10. System will provide bidders ability to see status of applications.		
50.	If an individual fills out an application online, how would a CBO review this application?	See also Questions 3, 10 and 34.		
51.	Vendor Payments: Will the bidder administrate the \$10/completed payment to vendors, or will the State administer this payment?	The state will make payments to successful bidders. As per the RFP: <i>"vendors will receive monthly payments equal to \$10 for each non-duplicate program application completed through the eligibility process during that month."</i>	Purpose and Intent	2
52.	Approval Process: Does the State have a step in "approving" applications?	DHS and 3 <sup>rd</sup> party Integrity Monitor will provide guidance and training to bidders for approval process of applications. The State does not have a direct role in approving applications once they are submitted, bidders will follow guidelines as outlined in training. See also Question 41.		
53.	Status: How will CBOs track and monitor the status of submitted applications?	See Questions 10 and 45.		
54.	Payments: What type of payment methods will be offered (e.g. ACH, check, debit cards)? How does the State plan to collect that information (and at what point of the application process will the information be collected)?	Applicants will have the option to be paid via direct deposit, check, or pre-paid debit card. Payment information will be provided by the applicant through application portal after the application has been approved.		
55.	What languages will the system be required to support?	Application will be available in English and Spanish.		
56.	Are there any specific requirements for applicant support required (hours, live person, phone line, etc)?	Per the RFP: <i>"Ability to assist applicants by phone" and "Telephonic capacity to process applications via phone for those who are unable to submit applications electronically and provide customer service to applicants seeking updates and information on status of their application."</i>	Who Can Apply	5
57.	Can organizations that receive funds subgrant to other organizations to do outreach work?	Yes. Per the RFP: <i>"DHS strongly encourages potential bidders to engage with other</i>	Scope of Work	5



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		<i>community partners able to support the community outreach and education components.”</i>		
58.	Do you prefer CBOs that are doing outreach apply with an organization that will administer/implement funds in one unified application, or do you want us to just signal that we are working together? How should this be described in the proposal (for example, do you want concrete numbers that each org will take or a general description of the partnership?)	In accordance with the RFP: <i>“Bidders need to demonstrate their capacity and experience in managing community education and outreach, which can include engaging other community partners. Bidders are encouraged to provide a list of potential community outreach partners for this RFP.”</i> See also Question 10.	Required Proposal Content	8
59.	Can one or more org administrate/implement the funds of a single grant or should each proposal only have one administrative/implementing org?	See Questions 10 and 58.		
60.	If CARES Act funds distro deadline is bumped back beyond 12/31/2021 will we have more time to do the program?	There has been no communication about an extension to the CRF funding deadline, therefore bidders should base their responses on an expectation that services and costs must be incurred by the end of December 2021.		
61.	If an organization has been in existence under its current 501c3 structure for only one year but in existence under a prior fiscal sponsor for 5+, would the organization be able to apply for the funds?	Per the RFP: <i>“The bidder may be a non-profit or for-profit entity or governmental entity.”</i>	Who Can Apply	4
62.	Will localities and counties be able to apply for the funding?	Yes. Under the RFP: <i>“The bidder may be a non-profit or for-profit entity or governmental entity.”</i>	Who Can Apply	4
63.	Record keeping: What is the period of time that records need to be maintained by a CBO that receives funding?	Per the RFP: <i>“Successful bidders shall maintain all documentation related to products, transactions or services under this contract for a period of five years from the date of final payment.”</i>	General Contracting Information	6
64.	Will the state have any role evaluating applications for the excluded NJers fund once it is up and running, or will the implementing organization be the sole evaluator of the application?	The State does not have a direct role in approving applications. See also Questions 42 and 52.		
65.	Which entity receives the \$10 per application mentioned in the RFP? The evaluating agency or the agency that assists in submitting the application?	The \$10 per application refers to the processing and eligibility review of an application, not the outreach component of helping an applicant fill out their application. See also Question 11.		
66.	Is the funding to administer the program derived from the \$40 million of CARES act funding set aside for Excluded NJ Fund, or is it a separate appropriation? If so, is it state or federal funding?	The funding to administer the program will be derived from federal CRF funds outside of the \$40 million of CARES act funding.		
67.	When is the deadline to submit the proposals? One document says October 1, 2021 5:00 pm, another says October 1, 2021 4:00 pm	Submission deadline is October 1, 2021 5:00 pm, in accordance with the RFP.		