

The following are questions in response to Human Care Agreement DCJM-2015-H-0035.

No.	Pg. No.	Solicitation Section/Reference	Questions	Answers
1.	N/A	General Comment	<p>RSA is requiring Job Placement and Supported Employment Providers to perform the exact same services as it's written in the Statement of Work (SOW), however, the rates are not the same.</p> <p>Please explain why RSA rates for Job Placement Services and Supported Employment are the same, since RSA is requiring the same service and similar level of detail for reporting?</p>	
2.	N/A	General Comment	<p>Will RSA allow additional time to allow Providers to thoroughly review and properly comment on the solicitation based on the sheer volume of the solicitation and the amount of time required to truly analyze the drastic changes being proposed by RSA for the coming year?</p>	
3.	N/A	General Comment	<p>Will RSA extend the submission date to allow existing and potential providers to review the large proposal package to ensure they fully understand the new changes in the proposal?</p>	
4.	3	<p>Vocational Rehabilitation Services Reimbursement Rates/ Incentives</p> <p>An SSI/SSDI recipient is placed and remains employment at the Substantial Gainful Activity (SGA) Earnings Level, proof of the employment is provided and the District receives reimbursement</p>	<p>Is this DC RSA's version of SSA's Partnership Plus Program through the Ticket to Work Program?</p> <p>This Rate is unfairly low for the reimbursement rate and the Provider/EN should be reimbursed dollar for dollar. Will RSA reimburse dollar for dollar for Providers providing this service as an incentive?</p>	
5.	N/A	General Comment	<p>Job Development requirements should be separated between Job Placement Services and Supported Employment Services similarly to how the services are broken out for Job Coaching.</p>	
6.	3	B.4.2/ Vocational Rehabilitation Service Reimbursement Rates	<p>The Job Placement services rates and Supported Employment services rates are deliverable based</p>	

			and not performance or outcome based.  Is it the intent of RSA to make the rates either outcome based or performance base instead of deliverable based rates?	
7.	3	B.4.2/ Vocational Rehabilitation Service Reimbursement Rates	The Job Placement and Supported Employment Vocational Rehabilitation Services Reimbursement Rates are provided for the generation of reports and/or plans that are quite lengthy and time consuming for Providers to complete.  When will RSA provide the rates for the actual services being rendered by Providers?	
8.	10	C.3.17 Extended Services:	If extended services are required and identified by the Employer of a Job Placement person, after 90-Days to sustain employment, what provisions, if any, will RSA allow to ensure the person receives the necessary support services to sustain employment?	
9.	11	Individualized Plan for Employment (IPE): When developed without the assistance of VR Specialists, the IPE shall be prepared on a form provided by the District and shall be subject to the approval of the VR Specialist.	Will RSA incorporate into the HCA how to identify which VR Specialist to send the IPE too as well as the process to follow for submission (i.e. timeframe from completion, etc)?	
10.	11	C.3.25 Job Coaching: On-the-job training of a person with a disability by an approved Specialist	Please define, "Approved Specialist" as this term is not in the definitions section nor the contractor qualifications section.	
11.	12	C.3.27 Job Development Progress Report: The Job Development Progress Report identifies issues and next steps, is submitted along with an attendance report called a Job Search Service Log, and is submitted monthly until the person is placed in a job Successfully.	Please provide a definition for Job Search Service Log.	
12.	12	C.3.27 Job Development Progress Report: The Job Development Progress Report identifies issues and next steps, is submitted along with an attendance report called a Job Search Service Log,	As written, RSA is reimbursing Providers based on the completion of reports and plans.  Does RSA not recognize the level of effort and	

		and is submitted monthly until the person is placed in a job Successfully.	service performed by Providers as a lower level of effort than the first 3 reports?	
13.	12	C.3.27 Job Development Progress Report: The Job Development Progress Report identifies issues and next steps, is submitted along with an attendance report called a Job Search Service Log, and is <b>submitted monthly until the person is placed in a job Successfully.</b>	<p>Please explain why RSA is requesting Providers to produce reports and plans and not be compensated for the Services even after a value has already been assessed to each report and plan?</p> <p>Please note that it is unlawful to require Providers to supply goods/products (i.e. reports and plans) to the government and not be compensated for the goods/products provided, especially since a value has already been assessed for goods/products.</p>	
14.	12	Job Stabilization Progress Report: A report regarding a person who receives Job Placement services, which documents employment information about the person with a disability, including his or her knowledge and performance of the essential tasks of the job, the person's attendance and punctuality, the person's social adjustment in the workplace, the employer's satisfaction with the person's job performance, and the person's satisfaction with the job and ongoing support services.	The level of detail being requested for this report often will not be made available due to persons preference not to disclose disability to Employer. What provisions will RSA implement as part of this HCA to ensure Providers are not penalized for persons preference not to disclose his/her disability which will result in incomplete reporting?	
15.	12	Job Stabilization Progress Report: A report regarding a person who receives Job Placement services, which documents employment information about the person with a disability, including his or her knowledge and performance of the essential tasks of the job, the person's attendance and punctuality, the person's social adjustment in the workplace, the employer's satisfaction with the person's job performance, and the person's satisfaction with the job and ongoing support services.	<p>Will RSA accept incomplete Job Stabilization Progress Reports as many of the criteria adopted from Supported Employment Requirements may not be applicable to Job Placement?</p> <p>If so, please update the HCA to state incomplete reports will be accepted if individuals enforce their right to not disclose their disability to their employer.</p>	
16.	16	C.5.1.1 ...See Exhibit A, Referral Package	There is no Exhibit A included in the SOW package.	

		Documents	Will RSA modify this solicitation and extend the due date as this solicitation is incomplete?	
17.	16	C.5.1.2 The Provider shall respond to the referring VR Specialist within two (2) business days to acknowledge receipt and of complete referral packet.	How long does the VR Specialist have to provide a complete referral package once notified by the Provider that the referral package is not complete?  Will RSA update the turnaround time in the solicitation?	
18.	16	C.5.1.4 If the Provider accepts the referral, the Provider shall contact the person to schedule an appointment within five (5) business days, after the acknowledgement of receipt of referral. The Provider shall notify the VR Specialist of the scheduled appointment via electronic mail.	How many attempts should a Provider make to schedule for a person for services prior to returning a referral packet back to the VR Specialist for No Shows and/or lack of response and participation from persons, if the Provider continues to keep the VR Specialist up to date on persons inactivity and/or lack of activity?	
19.	17	C.5.1.8 ...The Provider who is scheduling to meet with a person shall first offer him or her if he or she prefers to meet in a public or the Provider's private office space.	This should not be applicable to Job Placement. The person should show ability and interest to travel as they would for any job. Is this statement tailored to Supported Employment only?	
20.	17	C.5.1.10 The Provider shall consult with the VR Specialist before returning the Person's referral package. Decisions to terminate participation shall be made through case conferencing and individual progress reviews. The provider shall not terminate services without the consent of the VR Specialist or Supervisor who referred the person to the Provider.	Once a Provider notifies the VR Specialist their intent to return a referral package, how many days from notice to the VR Specialist shall the VR Specialist meet for Case Conferencing?	
21.	17	C.5.1.10 The Provider shall consult with the VR Specialist before returning the Person's referral package. Decisions to terminate participation shall be made through case conferencing and individual progress reviews. The provider shall not terminate services without the consent of the VR Specialist or Supervisor who referred the person to the Provider.	Please provide guidance on the process for scheduling/requesting case conferencing and individual progress reviews; who should be involved in the progress reviews and does it matter where the reviews are held?	
22.	20	C.5.2.2.1.5.2 The defined goals and services	What is the turnaround time for the VR Specialist to	

		provided shall be consistent with the referral information and the PCEP goal shall be consistent with the IPE goal. Any changes to that goal shall be discussed with and approved by the VR Specialist and the record shall document approval of the change in goal.	update the IPE Goal once notified by the Provider that the assessment identified a different goal?	
23.	20	C.5.2.2.1.5.2 .... Any changes to that goal shall be discussed with and approved by the VR Specialist and the record shall document approval of the change in goal.	Please define what "record" is being referenced as being required to document approval of the change in goal?	
24.	20	C.5.2.2.1.7 – C.5.2.2.1.2 The Provider shall request that Intake and Assessment services be re-authorized in the following instances: If a change in Provider is necessitated after six (6) months; or if there is a change in the health circumstance of the person that would necessitate an amendment of the IPE goal.	Please clarify the term, after six (6) months of what exactly?	
25.	20	C.5.2.2.1.8 The new Provider of re-authorized services shall review and utilize the ISAR, PCEP documents and/or Positive Personal Profile from the previous Provider for job development planning purposes if transfer is made earlier than six (6) months from the last Intake and Assessment Services.	Who provides this information to the new Providers?	
26.	20	C.5.2.2.1.8 The new Provider of re-authorized services shall review and utilize the ISAR, PCEP documents and/or Positive Personal Profile from the previous Provider for job development planning purposes if transfer is made earlier than six (6) months from the last Intake and Assessment Services.	Is RSA requesting the Provider to based their assessment of an individual on the report and analysis of another Provider's work and not performing it's own due diligence with the person being reauthorized?  If yes, this may result in inaccurate data transfer to the new provider.  It is important to understand that not every Provider assess the same. Will RSA remove this statement?	

27.	20	C.5.2.2.1.9 The Provider shall refer to VR Specialist any persons who have tested positive for illicit substances or alcohol abuse for treatment, and upon completion, the person shall resume VR services with that particular Provider.	<p>Will the Provider be re-authorized additional funding to continue Job Development and begin the job search again with the person that has successfully completed a treatment program?</p> <p>Please note that there is a great level of effort required to start from scratch with the job searching in finding new employment match opportunities.</p>	
28.	20	C.5.2.2.1.9 The Provider shall refer to VR Specialist any persons who have tested positive for illicit substances or alcohol abuse for treatment, and upon completion, the person shall resume VR services with that particular Provider.	<p>Please explain what processes are in place or will be established for Job Development if drugs are detected at time of job offer?</p> <p>Will the Provider be able to close out the individual and not report on that individual until he is reauthorized?</p>	
29.	21	C.5.2.2.1.10 The Provider shall notify VR Specialist and the CA in writing once the Provider is unable to make contact with the District person within ten (10) business days. This notification shall continue until the Person is successfully employed.	<p>If a person is unreachable after several attempts, then how will the Provider obtain employment for the person?</p>	
30.	21	C.5.2.2.1.10 The Provider shall notify VR Specialist and the CA in writing once the Provider is unable to make contact with the District person within ten (10) business days. This notification shall continue until the Person is successfully employed.	<p><b>Please remove this statement as it is not logical and is unrealistic.</b></p> <p>If the Provider is not able to reach the person, then this is a reflection of the person's freedom of choice not to participate and reflects that they are not job ready at the time and the person should be returned to the VR Specialist. Please consider deleting or updating this reference to reflect the above statement of returning person to the VR Specialist.</p>	
31.	22	C.5.2.3.9 The Provider shall conduct workshops or activities designed to instruct the job seeker on proper work attire, behaviors, and expectations.	<p>A rate for this service is not identified in Section B.4.2 nor was it part of the definition in Section C.3.2.6. If workshops are required for the Provider, what is the rate for Providers to conduct</p>	

			workshops?	
32.	22	C.5.2.3.11 The Provider shall educate potential employers about disability related issues including pertinent legislation.	<p>This should not be required for Job Placement because not every person is interested in disclosing their disability to their employer.</p> <p>Will RSA remove this statement for Job Placement and only make it required for Supported Employment?</p>	
33.	22	C.5.2.3.13 The Provider shall submit Job Development Progress Report and Job Search Service Log by the tenth (10th) of the month during the job development and job search phase up until the job seeker is placed: <b><i>The Job Development Progress Report and Job Search Service Log (See Appendix A Form 0002) shall be the basis for submitting invoice for the first three (3) months, but the Provider shall continue to submit monthly reports thereafter until the job seeker is placed.</i></b>	<p>There is a level of effort associated with producing a product, as a result, there should be a rate associated with every report required and submitted to DC RSA.</p> <p>What rate will RSA provide for reports submitted for the fourth month and beyond for Job Development?</p>	
34.	22	C.5.2.3.13 The Provider shall submit Job Development Progress Report and Job Search Service Log by the tenth (10th) of the month during the job development and job search phase up until the job seeker is placed: <b><i>The Job Development Progress Report and Job Search Service Log (See Appendix A Form 0002) shall be the basis for submitting invoice for the first three (3) months, but the Provider shall continue to submit monthly reports thereafter until the job seeker is placed.</i></b>	<p>Please explain why RSA is requesting Providers to produce reports and plans and not be compensated for the Services even after a value has already been assessed to each report and plan?</p> <p>Please note that it is unlawful to require Providers to supply goods/products (i.e. reports and plans) to the government and not be compensated for the goods/products provided, especially since a value has already been assessed for goods/products.</p>	
35.	22	C.5.2.3.13 The Provider shall submit Job Development Progress Report and Job Search Service Log by the tenth (10th) of the month during the job development and job search phase up until the job seeker is placed: The Job Development Progress Report and Job Search	<p>What provisions are in place for Providers when services are being performed, however, the person is either not actively showing up as planned and/or is a no show, but decides to become more active and involved during months four and beyond. Will the Provider be compensated for services that have</p>	

		Service Log (See Appendix A Form 0002) shall be the basis for submitting invoice for the first three (3) months, but the Provider shall continue to submit monthly reports thereafter until the job seeker is placed.	been extended due to inconsistent participation from persons being serviced?	
36.	22	C.5.2.3.16 The Provider shall conduct job development/job placement and it shall be a careful matching of requirements with job seeker's abilities and interests. This shall involve a systematic study of work environment and job task analysis, the knowledge of the job seeker's abilities and performance on job sites.	This is not applicable to Job Placement Services. If all the requirements for Job Placement and Supported Employment are the exact same, then RSA should make the rates equal also. Agree?  RSA should update the HCA to separate the services between Job Placement and Supported Employment. Though they types of services are titled the same between the two services, there are several clear distinctions that warrant each Service being defined and explained separately. Please confirm that this change will be made to make the HCA accurate?	
37.	22	C.5.2.3.17 The Provider shall arrange an appointment with the VR Specialist, the person and the employment specialist to staff the case in the event that the person is not placed after ninety (90) days from the time job development services started, to discuss the progress in order to identify the impediments and reasons why the person has not successfully gained employment. <b>Case staffing shall occur every ninety (90) days thereafter until the person is successfully placed.</b>	What provisions are there for Providers when persons supported are not actively participating in the program and/or nonresponsive to Providers requests?  How long is the Provider expected try and support a person if they are not active and/or are nonresponsive (i.e. not job ready)?	
38.	23	C.5.2.3.19 The Provider shall document all relevant placement information in the Job Placement Information Form or Supported Employment Initial Placement Form ( <b>depending on the program</b> ), which shall be submitted to the VR Specialist within two (2) business days of an employment offer, when placement information has been obtained, and preferably before	As written in the HCA, the programs are the same, only the reports are slightly different.  If RSA is requiring the same services, then the rates should also be the same for both Job Placement and Supported Employment.  Please explain why the rates for the same services	

		<p>employment start date to allow the VR Specialist to determine suitability of placement and issue referral/ authorization for job coaching for supported employment or referral/ authorization for stabilization services for Job Placement. The Placement Information Report (Job Placement, See Appendix B Form 0005) or SE Initial Placement Report (Supported Employment, See Appendix C Form 0010) with a document verifying employment (to include, but not be limited to employment offer letter or employer certification) shall be the basis for submitting invoice.</p>	<p>between the programs are different?</p> <p>Please note that one organizations level of effort may be more and/or less than another organization, but the services they provide are the same and so should their rates.</p>	
39.	23	<p>C.5.2.3.19 The Provider shall document all relevant placement information in the Job Placement Information Form or Supported Employment Initial Placement Form (depending on the program), which shall be submitted to the VR Specialist within two (2) business days of an employment offer, when placement information has been obtained, and preferably before employment start date to allow the VR Specialist to determine suitability of placement and issue referral/ authorization for job coaching for supported employment or referral/ authorization for stabilization services for Job Placement. The Placement Information Report (Job Placement, See Appendix B Form 0005) or SE Initial Placement Report (Supported Employment, See Appendix C Form 0010) with a document verifying employment (to include, but not be limited to employment offer letter or employer certification) shall be the basis for submitting invoice.</p>	<p>Certain industries <b>do not</b> provide offer letters or employer certifications, including some companies within the retail industry, custodial/janitorial companies and many small businesses. What provisions are being made to accommodate for this industry norm?</p> <p>Will DC RSA consider accepting a statement from the employee validating the details of their employment? If so, please update the HCA to reflect this new requirement.</p>	

40.	23	C.5.2.4.2 The Provider shall contact the VR specialist if the person wants to change the employment goal or the employment goal may not be suitable for him or her. The IPE's employment goal must be addressed prior to continuing the services provided to the person.	It's important to note that the timing has an impact on the 90-Day placement goal. Once the VR Specialist is notified, what is the turnaround tie for the VR Specialist to update and return the updated IPE goal?	
			As the Provider is working under a tight timeframe to produce results (i.e. 90-Days), please explain what Provisions RSA will incorporate for the Provider if the IPE is not received timely?	
41.	23	C.5.2.4.3.2 Negotiation with the employer regarding the terms of the placement and training program;	For Job Placement, this service is optional and not required, depending the person's choice in disclosing their disability.  Will RSA separate requirements for Job Placement and Supported Employment as they do not share all the same requirements?	
42.	23	C.5.2.4.3.1 Arrangement of job site visit;	For Job Placement, this service is optional and not required, depending the person's choice in disclosing their disability.  Will RSA separate requirements for Job Placement and Supported Employment as they do not share all the same requirements?	
43.	23	C.5.2.4.4 The Provider shall use the following service and reporting elements for Placement:	The sub categories within this section are mostly optional for Job Placement Services as each individual has the freedom to choose whether or not to disclose their disability and whether or not they want to have the Employment Consultant come to their job to provide supports.  To reduce confusion and unnecessary burden of requirements, RSA should separate the requirements for Job Placement and Supported	

			Employment as they do not share <b>all</b> the same <b>requirements</b> . Otherwise, RSA should pay the same rates for Job Placement as it offers for Supported Employment.	
44.	24	C.5.2.4.6 The Provider shall submit a final invoice when the person is eligible for successful case closure as defined by the person has been in a competitive integrated employment for a minimum of ninety (90) days and the person has retained and secured their employment without posing a risk of losing the job. The Provider shall submit a Job Stabilization Closure Report (See Appendix B Form 0008,) once the VR Specialist has determined that the case is ready for closure.	Please explain RSA's process if the VR Specialist determines that the case is not ready for closure, but the Provider has submitted information to support closure?	
			What criteria are used to determine non-closure? Please provide.	
45.	25 & 26	C.5.2.5.11 The Provider shall provide job stabilization services once the person has been determined stabilized on the job by the District consistent with the District's <b>Supported Employment Policy based on the progress noted during job coaching. A notification of transition to extended services shall be provided to the Provider indicating that job stabilization has been determined.</b> Referral/ authorization for job coaching for stabilization shall be issued to the Provider for this purpose. Job stabilization services shall consider and address the following factors:	Within what timeframe will the Provider be notified?	
46.	31	C.5.2.6.3.1 The Provider shall provide job coaching services that are time limited based on identified needs of the person, when ordered. Job Coaching services are not typically provided in Job Placement with the expectation that persons in Job Placement do not require intensive supports as those required by persons in Supported	Is Job Stabilization left up to the judgement of the Provider?	

		Employment. Hence, job coaching services for the Job Placement program are not automatically provided and are intended only to be a standby service when required because the built-in stabilization supports will not be adequate to address needed supports.		
47.	31	C.5.2.6.3.2 ... The Provider may conduct time-limited and less intensive job coaching services to persons in need of one-on-one job coaching as requested and/or agreed upon by the VR Specialist, person and/or Employer. The Provider may recommend job coaching based on the information obtained from work observation for at least fifteen (15) business days. Approval for job coaching is contingent on the submission of a Job Coaching Justification, which shall outline the plan and the tasks that require job coaching. The Job Coaching Justification form (See Appendix B Form 0006) shall include the knowledge of job description, skills, abilities, physical demands and other characteristics required to perform those tasks as well as projected frequency and duration of job coaching. The recommendation for job coaching will need to be approved by the VR Specialist (based on the justification) and amended into the IPE. The Provider shall receive a copy of referral/ authorization for job coaching before providing services.	<p>What is the process Providers must follow if it is identified that the person requires additional days outside of the 15 days or if the employer request job coaching past 15 days?</p> <p>What is the turnaround time for the VR Specialist to Provide once form is received?</p>	
48.	31	C.5.2.6.3.3 Job Coaching justification shall be submitted at any time but not earlier than fifteen (15) business days from the date of placement. Observation in the work site during this time shall have been conducted to warrant the need for job coaching.	<p>What is the process Providers must follow if it is identified that the person requires additional days outside of the 15 days or if the employer request job coaching past 15 days?</p> <p>Please explain what provisions will be made and add to this HCA.</p>	

49.	32	C.5.2.6.3.10 The Provider shall ensure that the person retains the job after employment has been obtained.	Please remove. The provider can never <b>"ENSURE"</b> A provider can "support to help sustain....."	
50.	37	C.5.2.6.6.2.7 The Provider shall coordinate with secondary schools to provide training to transition-aged youth in the school setting based on agreements established by the District with the schools.	Will the provider have access to the District Agreements?	
51.	38	C.5.2.6.6.3.5 The Provider may use the Transitional Work Experience as a standalone service when there is an available placement or in combination with job placement, job coaching services or soft skills training depending on the needs of the person.	Please clarify what is being suggested for this statement. It's not clear as written.	
52.	38	C.5.2.6.6.3.6 The provider may deliver job development as part of this service and shall be responsible for setting up the work experience, monitoring the person's progress and making the arrangements for required paperwork with the employer when an available placement is not suitable for the person's needs and for the most appropriate trial transitional work experience match, Job development should not exceed two (2) weeks with a maximum of fifteen (15) hours per week.	This conflicts with the Job Development B.4.2 as Job Development is based upon deliverable and not by hour. Please update accordingly.	
53.	40	C.5.3.1.1 The Provider shall maintain complete written job descriptions covering all positions within the Provider's program, which shall be included in the Provider's application. Job descriptions shall include education, experience and/or licensing certification criteria, description of duties and responsibilities, hours of work, salary range and performance evaluation criteria. When hiring staff, the Provider shall obtain and	Many organizations today don't use/rely on Job Descriptions, especially consulting companies as it is outdated. The industry standard instead is to employ persons based upon their education, past experience, capability and potential to satisfy customer requirements.  Organizational cross training eliminates the need for out dated job/position descriptions.	

		document written work experience and personal references, which shall be available for review upon request by DDS or other investigative or enforcement agencies.	Please consider updating and/or removing this statement.	
54.	41	C.5.3.1.10 The Provider shall attend all orientation sessions provided by the District for all staff members with respect to administrative procedures, program goals, policies, and practices to be adhered to under this HCA.	When will RSA provide the Orientation List to Providers?	
55.	41	C.5.3.2.1.1 Program Manager/Program Coordinator – A Master’s degree in Rehabilitation (preferred) with two (2) years direct experience in Rehabilitation services or a Master’s degree in social science with two (2) years direct experience in a related field or Bachelor’s degree in a related field with four (4) year experience in related field.	What are the equivalent years of experience for this Position?	
56.	43	C.5.3.2.2 Benefits Planner (Counselor) – Minimum of a Bachelor’s Degree in Human Services or related field; and fully Certified Community Work Incentive Coordinator through the Social Security Administration; minimum of three (3) to four (4) years working with individuals with disabilities.	Benefits Planners are also certified through Cornell University. Please update to reflect Certification through Cornell University.	
57.	43	C.5.4.1 The Provider shall disclose, with discretion, information related to staff qualification and credentials to Contract Administrators (CA) for review and approval. When the CA approves the documents, the CA will pass on the documents to VR Specialist/ staff for consideration in the informed choice of the people they are serving.	Are VR Specialist providing resumes to individuals for informed choice? This is outdated and unnecessary information. The individual should be selecting a company based upon informed choice and not an individual.  Suggest removing this statement as it’s outdated.	
58.	44	C.5.4.2 The provider shall maintain evidence of completion of a professional development course that will satisfy a Basic Employment Certificate or comparable as required by the Association of Community Rehabilitation Educators (ACRE). In	Will RSA be providing the training for Providers and/or making the training accessible via coordination for Providers?	

		addition to the requirements stated above, all staff working directly with persons with disabilities particularly in job development and placement , the following topic areas should be covered by the course or training and obtained within a year:		
59.	46	D.1.2 The Provider shall adhere to its organizational chart, which displays organizational relationships and demonstrates who has responsibility for administrative oversight and direct supervision over each contract activity/staff member. The Provider shall submit any organizational changes to the Contract Administrator (CA) within five (5) days of the organizational change.	This is a conflict with C.5.3.14 which states 10 days for organizational changes to be communicated to RSA.	
60.	47	D.3.1 The Provider shall submit the following reports to the VR Specialist and copy to CA as described in Section G.3 Deliverables.	It's unclear why Section G.3 is referenced for Deliverables as G.C is First Source. Please clarify why First Source is being referenced?  It appears that the HCA was not properly updated.	
61.	47	D.3.1 The Provider shall submit the following reports to the VR Specialist and copy to CA as described in Section G.3 Deliverables.	With the exception of the report templates being slightly different, RSA should separate Job Placement /Job Development and Supported Employment /Job Development into distinct separate sections as the services required are not the same.  Please confirm the RSA will make these sections separate or make the services equal in rate.	
62.	49	E.2 Monitoring	Provider has a right to know how they are being documented and observed and evaluated internally to RSA.  Will RSA make available to Providers their report on Providers performance prior to distribution to VR Specialist and other RSA personnel?	

63.	54	The Provider's comprehensive performance report	There is no definition for this report nor purpose of this report. Please define and provide a purpose of this report.	
64.	54	Organizational Chart	This conflict with the due date listed throughout the proposal. Please update consistently throughout the proposal to reflect 10 days.	
65.	55	F.4 Assignment Log/Time Sheet:	What evaluation is being referenced? Please explain?	
66.	55	F.5.1 The Provider shall not be obligated to accept a referral but must schedule the appointment with the person with disabilities within a reasonable time, usually within ten (10) business days, after the Provider accepts the referral. The appointment may be scheduled over the phone with the initial contact from the referring VR Specialist. If the Provider fails to provide the required evaluation as in the specified terms and conditions, the Provider shall not charge the District.	Please explain what evaluation is being referenced here as it's not clear as written?	
67.	56	G.1.2 The District will pay the Provider on or before the Thirtieth (30th) day after receiving a proper invoice from the Provider.	Does RSA not follow the Federal Prompt Payment Act which dictates that small businesses must be paid within 15 days of approved invoice?	
68.		General Comment	The Attached SOW which outlines reports adds an undue burden on Providers to complete which will result in Employment Consultants spending more time completing the reports and less time supporting the direct needs of the provider.	

			Will RSA revise the report to make them more feasible to the Provider community and more realistic?	
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