



March 7, 2016

**Re: 16RFP598101B-BR Comprehensive Equal Access/Non-Discrimination
Compliance Development and Training**

Dear Proposers:

Attached is one (1) copy of Addendum #3, hereby made a part of the above-referenced Request for Proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

A handwritten signature in blue ink, which appears to read "Brian Richmond". The signature is written in a cursive style and is positioned to the right of the word "Sincerely,".

Brian Richmond
Assistant Purchasing Agent

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

1. **Question:** Section 1.1 lists categories of employees who may be involved in training. What is the approximate number of employees in these groups? Will they be identified at the time of the notice to proceed?

Answer: Approximately 600 total employees

2. **Question:** Section 3.3 -- Will the subject matter of this work include employment-related issues? **Answer:** No

3. **Question:** Section 3.3 -- Will the subject matter of this work include issues related to access to the County's web site and electronic information technology?

Answer: No, although primary focus is Title II/Program Access (secondarily, Title VI) this Scope of Work (SOW) is exclusive of website accessibility and/or electronic information technology.

4. **Question:** Section 3.3.d -- Does "public safety" include law enforcement? Does it include emergency evacuation and sheltering (other than as to individual buildings)?

Answer: Public safety refers to Police, Fire, Sheriff, Marshal and Emergency Communications/911. At this point, emergency evacuation and sheltering is not being included.

5. **Question:** Section 3.3.b – Does the term "web-based training resources" refer to actual on-line training sessions, supplemental resources, or both?

Answer: Both. The County has been making efforts to "go green" in recent months and may choose to record these session and/or simply post any Power Point presentations as well as associated resources on the County's intranet site for future viewing.

6. **Question:** Section 3.3.c – Is LEP the only aspect of Title VI to be addressed? For example, we note that Task 3 is to include a tool for "feedback from persons with disabilities and Limited English Proficiency individuals regarding their service experience," but it does not reference other individuals who are protected under Title VI or areas other than communication.

Answer: Section 3.3.c – Access to services should include all Title VI protected groups in the comprehensive educational protocol for County staff. Concerning Task 3, the objective here is to develop and implement a tool to assess the extent to which program access training concepts have been implemented by County program staff at the point of service as well as the effectiveness of those efforts for external customers (e.g. persons with disabilities and Title VI protected class members).

7. **Question:** Section 3.3.e – As to the checklist for ensuring that existing and new programs and activities consider relevant County accessibility policies, will the County identify those policies? Can you provide some idea of what level of detail you seek in the checklist?

Answer:

- a) Yes, applicable policies will be provided to qualified firm during initial meeting, post award.
- b) The purpose for this SOW is for the qualified firm to:
- Conduct a Needs Assessment of Program Coordinators/Managers
 - Determining temperature of “current state” relative to Program Access and Title VI based on the outcome of the initial Needs Assessment
 - Conduct training necessary to address “current state” short falls
 - Produce handbook/guidebook to operationalize staff responsibilities under Title II of the ADA and Title VI of the Civil Rights Act (CRA)
 - Assess successful implementation of program access Training concepts by County staff in day to day operations at the point of service
 - Conduct Needs Assessment/Survey (2) of Clients/Public
 - Conduct analysis of clients/public’ survey response

The level of detail needed for the checklist is at the discretion of the qualified firm, to achieve outcomes described above.

8. **Question:** Section 3.3.d – Does the County anticipate different types of training for different levels of staff? For example, these areas are listed as having unique programming considerations: health/medical, justice/courts, public safety, community services. Would people who work in those areas receive supplemental training?**Answer:** A general training should be developed to educate general program directors/managers/ coordinators regarding the requirements of Title II of the ADA and Title VI. However the design should include content and examples specific to health/medical, justice/courts, public safety, and community services programs that are unique to their service requirements. It is not intended that there will be wholesale separate sessions for each programming area.
9. **Question:** For how much time would the County make staff/managers be available for training? For example, would they be available for four hours on two days for training? Or for four days, for four hours each day? Will employees be available for training on adjacent days so that any travel by the firm for training could be done in one trip?

Answer: The County will make every effort to consolidate training sessions into as few of sessions as needed and adjacent to other sessions, in order to minimize trips required by the qualified firm. However, the DCRC would like to deploy training online as much as possible and utilize a limited number of live sessions to give participants an opportunity to work on interactive case studies or real life examples to practice the skills they have learned in an online environment.

10. **Question:** Section 3.3.e – The firm is to “develop a training framework for continued sustainability of equal access/nondiscrimination compliance that is integrated in the County’s program development, grants activities, employee development and program management accountability protocols.” Does this mean that the firm is to develop a framework for future training as well? Or that this training should be capable of being repeated in the future, and consultant will develop a means for the County to replicate/repeat it? **Answer:** The County should be able to repeat or replicate the training/development initiative in the future as needed utilizing a train-the-trainer concept.

11. **Question:** Section 3.4 – Under Phase 1, the County lists a deliverable as “Identification of recommended approaches for ... compliance program” and development of an equal access/nondiscrimination compliance framework of all employee groups.” Please explain what is meant by the framework (italicized language), which is a term that is not mentioned earlier in the RFP. Do both of these items refer to a plan for Phase 2, comprehensive equal access guide/handbook/protocol?

Answer: The term “framework” is mentioned under **Task 1e....** “The firm will develop a training framework for the continued sustainability of...” - meaning, within the Project Implementation Plan (Task 1a.), the plan should include a plan or framework for how the County can continue to use this Plan for ongoing Equal Access Non Discrimination training following the completion of this project.

12. **Question:** Page 3-5, Phase 2, refers to implementation of an “Equal Access/Non Discrimination Compliance framework,” including development of a user guide. We have the same question here as in question 11: does this “framework” refer to a plan for the guide/handbook/protocol handbook?

Answer: Task 2 indicates that the qualified firm will develop a guidebook for use during the training as well as to be used ongoing, once this project is completed.

13. **Question:** Section 3.5, Phase 3, lists a deliverable as “Demonstration of the incorporation/transfer of Equal Access/Nondiscrimination Compliance requirements and principles into service delivery operations by program participants across County programs.” Is it anticipated that a survey of training participants and analysis of responses as to steps taken toward compliance would occur within the one-year time frame? In light of the other tasks, that would likely leave only a few months (at best) of implementation upon which to base an assessment. **Answer:** See Response 7b.

14. **Question:** Is it possible to extend the deadline for proposals beyond March 15?
Answer: Right now, the due date remains Tuesday, March 15, 2016.

ACKNOWLEDGEMENT OF ADDENDUM NO. 3

The undersigned Proposer acknowledges receipt of this Addendum by returning one (1) copy of this form with the proposal submittal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, S.W., Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time of Tuesday, March 15, 2016, 11:00 AM.

This is to acknowledge receipt of Addendum No. 3, _____ day of _____, 2016.

Legal Name of Bidder

Signature of Authorized Representative

Title
