



FULTON COUNTY

April 11, 2016

Re: 16RFP002B-BR Comprehensive Equal Access/Non-Discrimination Compliance Development and Training

Dear Proposers:

Attached is one (1) copy of Addendum #2, 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,

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** Please describe the requirements of the database for needs assessment data analysis and results. Should the database be able to integrate with an existing system? Can the database be collected from our cloud-based system that includes detailed surveys and reporting capabilities, or must it be built with a certain software or system integration requirement in mind? **Note:** Question pertains to Scope of Work, Task 1, Section a.

Answer: The data from the needs assessment can be placed in the form of an Excel file that can be uploaded to other applications (e.g. SharePoint, SPSS). The vendor would collect and analyze the data that would be to establish a benchmark for the following purposes:

- Determining temperature of “current state” relative to Program Access and Title VI based on the outcome of the initial Needs Assessment 3
- Conduct training necessary to address “current state” short falls
- Producing handbook/guidebook to operationalize staff responsibilities under Title II of the ADA and Title VI of the Civil Rights Act (CRA)
- Assessing successful implementation of program access Training concepts by County staff in day to day operations at the point of service

2. **Question** Please identify the numbers and location of each target audience:

What is the number of Staff Office of Diversity in Civil Rights Compliance target audience group?

- Number of departmental program directors_____
- Managers_____
- Coordinators_____
- Disability Compliance Liaisons_____
- Title VI Liaisons_____
- Grant Coordinators_____
- Grants Management_____
- County Attorney staff_____

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Where is each target group located? (office/city) Departmental program directors?

Managers _____
Coordinators _____
Disability Compliance Liaisons _____
Title VI Liaisons _____
Grant Coordinators _____
Grants Management _____
County Attorney staf _____ f

(If different from above) What are the number of participants from select administrative positions that may be included in the training to ensure that related customer services transformation occurs throughout the entire department?

Note: Question pertains to Section 1.1, Project Description, and Scope of Work, Task 1, Section b.

Answer: Target Audience Number = 600 participants

- Number of Program Directors = 33 participants
- Number of Program Managers + Number of Program Coordinators = Currently 101 participants but expected to increase
- Number of Disability Compliance Liaisons = 47 participants
- Number of Title VI Liaisons = 30 participants
- Number of Grant Coordinators + Number of Grants Management Staff = 45 participants
- Number of County Attorney Staff – 2-3 participants
- Number of Administrative Staff - Unknown

All staff is located in the Atlanta Metro area in Fulton County ,Georgia. 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

3. **Question:** We are a Texas based corporation with insurance coverage as follows:

- a. Professional Liability - \$1,000,000
- b. Umbrella Liability - \$3,000,000 per occurrence/\$3,000,000 aggregate

Since our Professional Liability is \$1,000,000 below Fulton County's requirement, can this difference be offset by our Umbrella Liability of \$3,000,000 which is \$1,000,000 greater than Fulton County's requirement?

Also, in the State of Texas Certificates of Insurance carry a provision that the coverage afforded cannot expire, be cancelled or altered without a thirty (30) days written notice. This period cannot be extended to 45 days as required in Fulton County's RFP. Since we are a Texas based corporation is our certificate acceptable?

Answer: Professional Liability must be listed, in detail, on the Schedule of Underlying Insurance on the Umbrella Policy, with the required limits as stated in the RFP. The thirty day notice period is acceptable.

4. **Question** Where can responders locate details regarding Fulton County's ADA Program Access Survey and the resultant Full Access Ahead Report?

Note: Question pertains to Scope of Work, Task 1, Section c.

Answer: Program Access Survey data will be provided to the awarded vendor post award Fulton County: Full Access Ahead Report can be found at:

<http://www.fultoncountyga.gov/fceeod-ada-selfeval-trans-proj>

5. **Question** Will deliverables relating to ADA, Title VI, and Cultural Competence (CC)/Diversity content require multiple delivery modes specific to the audience of the content? Or, will all audiences receive all content? **Note:** Question pertains to Scope of Work, Task 1, Section c.

Answer: A general training should be developed to educate 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.

6. **Question** Explain the required training framework for the continued sustainability of equal access/nondiscrimination compliance.

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- Does the framework include systems and procedures? Or, deliverables such as job aids, sustainable learning modules, performance support pages, systems, portals, etc?
- The framework is to be integrated into the County's development program, grants activities, employee development and program management accountability protocols. How is the current framework set up? How are new hires integrated into the current program?

Note: Question pertains to Scope of Work, Task 1, Section e.

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 including the use of online training presentations, the Comprehensive Guide, relevant policies etc. The County is engaged in a larger Customer Service initiative. It is anticipated that this project will be able to link up with the infrastructure being put in place for that initiative.

In addition, the County should be able to repeat or replicate the training/development initiative in the future as needed utilizing a train-the-trainer concept. The ultimate goal of this project is to better ensure that County staff operationalize and put in place ADA program access and LEP considerations at the point of service for customers/clients with disabilities and English language barriers.

7. **Question** What system will house / deploy the Comprehensive Guide to Equal Access/Non Discrimination Handbook?

- Will it be housed / deployed via SharePoint, Intranet, Other website, LMS, or a Content Management Systems (CMS)?
- Does the system which will house the handbook support interactive eBooks? (Formats such as: .fla, .swf, .exe files, zip files, or .PDF)
- Will the handbook need to be regularly printed?
- How will the content updates be handled: internally or by external vendor? (Key when determining tool used for development.)

Note: Question pertains to Task 2: Comprehensive Equal Access Guide/Handbook.

Answer: The County has been making efforts to "go green" in recent years. Therefore it is safe to assume that the subject item would be made available to staff electronically. A copy would also be readily available on the DCRC intranet webpage with other resources. The system that will house the handbook can support PDF and zip files. Additional research will need to be completed with

input from Information Technology Updates to the content will more than likely be performed internally by the DCRC and Title VI Coordinator

8. **Question** What system will the electronic survey tool (that obtains feedback from persons with disabilities and Limited English Proficiency individuals regarding their service experience) need to be compatible with?

- Will survey results need to be uploaded into an internal system for housing, integration, or analysis?
- Do the output results need to be compatible with any specific internal tool data reporting or business intelligence?
- If yes to the above, does the internal system that will house results support .csv files? How about APIs?

Note: Question pertains to Task 3: Measurements of Impact of Staff Education over time.

Answer: The data from the survey can be placed in the form of an Excel file that can be uploaded to other applications (e.g. Survey Monkey, SharePoint, SPSS). At this time, the County has no uniform protocol or specific internal tool for collecting/analyzing/ reporting customer service feedback data. Vendor input on this task is appreciated. As previously mentioned there is also a larger County Customer Service initiative underway which intends to develop customer feedback protocols.

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ACKNOWLEDGEMENT OF ADDENDUM NO. #2

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, April 26, 2016, 11:00 AM.**

This is to acknowledge receipt of Addendum No. 2, _____ day of _____, 2016.

Legal Name of Bidder

Signature of Authorized Representative

Title