

Frequently Asked Questions and Answers

➤ Contract Questions

Q 1: What is a Purchase of Service contract?

A 1: A Purchase of Service (POS) contract is a duly executed and legally binding contract that defines the services or end product to be delivered to a state agency. A POS contract is used to purchase ongoing and routine human services for clients from private providers such as child guidance clinics or extended day treatment centers.

Q 2: What does a Purchase of Service contract consist of?

A 2: A Purchase of Service contract consists of the mandatory conditions and terms that the contractor and state agency purchasing the service agree upon. A contract consists of specific services that the state agency is purchasing and the cost of the service. The contract clearly explains state and federal mandates, and what is required of the contractor to be in compliance with these mandates.

Q3: What are the parts of the Purchase of Service contract?

A3: A contract is made up of two parts. Part 1 consist of a Scope(s) of Service, Budget(s) and Budget Narrative(s), Sections D, E and F pertains to department specific provisions and service components.

Part 2 consist of the Mandatory Terms and Conditions based on State and Federal Statutes

Q4: How often are contracts renewed?

A4: Contracts are renewed when their "term "expires. Generally most contracts are on a 3 year term and are renewed every three years. There are rare exceptions due to pilot programs or service demand.

Q5: What if a provider is not fulfilling the terms of the contract?

A5: The provider is legally bound to deliver the services outlined in the contract. If a provider is not providing the services based on the contract guidelines then the provider is "out of compliance" with regards to the contract. The state agency may choose to meet with the provider and has two options: (1) the state agency may set up a corrective action plan with the provider or, (2) or serve a 90 day notice to terminate the contract.

Q6: Can a contract be updated or revised after it is executed?

A6: Contracts can be revised or amended based on the changing needs of the state agency or if funding is increased or reduced during the term of the contract.

Q7: Who monitors or manages DCF contracts?

A7: Contracts are generally monitored or managed by program leads in the DCF Central office or by designated Area office staff.

➤ Scope of Service (SOS) Questions

Q8. **What is a Scope of Service, (SOS)?**

A8: The scope of service, (SOS) is a program description that is developed for each service type. The SOS consists of a description of the specific services that DCF is paying the contractor to provide. The scope of service includes the contract capacity, units of service, service delivery requirements and data outcome reporting requirements.

➤ Personal Service Agreement, (PSA) Questions

Q9: What is a Personal Service Agreement, (PSA)?

A9: A Personal Service Agreement (PSA) legally binding contract that defines the services or end product to be delivered by a Personal Service Contractor to a state agency. Typically, a PSA is used to purchase infrequent and non-routine services or an end product, such as specialized health services, consultant services, technical assistance and training. By state law, no state agency may pay a contractor to deliver such services or end product without first executing a PSA.

➤ Request For Proposals, (RFP) related Questions

Q10: How long does it take for a Request For Proposal to be awarded and fully executed into a contract?

A10: Generally the time line is about 16-18 weeks from the time the RFP is written to the time a proposal has been selected.

Q11: What are the steps for getting an RFP approved and converted into a contract?

A11: The program lead drafts the RFP. DCM reviews and posts the RFP to Web. The program lead along with DCM conducts a technical assistance session for the applicants. The program lead and DCM are a part of a panel that reviews the applicant proposals and makes a recommendation to the Commissioner. When the selection has been made and approved, the RFP is converted into the scope of service format and sent to the AAG for review. When the scope is approved, the selected provider will submit a budget to DCM fiscal and the contract will be put through the final execution phase.

➤ Who to Contact at DCM

Q12: How do I find the names and telephone numbers of Contracts Management staff?

A12: Click onto the Contract Management Website and the click on staff directory.

Q13: Who should I contact for RFP writing tips, information and RFP posting?

A13: Call or e-mail Judi Jordan Director of Division of Contract Management.

Q14: Who should I contact for scope information or help with scope writing?

A14: Call or e-mail Pamela Cranford, Steve Roe or Gene Marchand. (See staff directory)

Q15: Who should I contact if I have questions about a particular budget or budget narrative assigned to the private contractor?

A15: Call or e-mail the DCF Fiscal Lead or Greg Straka, (see staff directory).

Q16: Where can I find the named of DCF Fiscal Lead for a particular contractor?

A16: Go to the Contract Management Website and click on the Forms link. Under the heading Budget Forms and Instructions click on DCF Fiscal Liaison List.

➤ General Questions for the DCM Library

- Q17: Where can I find provider/contractor contact information, (i.e. address, phone number, etc.)?
- A17: Click on the Contractor Name: tab, and then select the provider. Click on the provider name for this information and check the face page.
- Q18: Where can I find the list of towns served by a provider?
- A18: Click on the Contractor Name: tab, then select the provider, select the service type you want and then click on View Scope and the list of towns is under Towns Served on the face page:.
- Q19: Where can I find specific service types, (i.e. Aftercare, Parent Aide)?
- A19: Click on the Service Type: tab, then select the service type you want, (Aftercare or Parent Aide), click Submit Query, and a listing of service types will appear.
- Q20: If an agency gets a new program when can I expect to see it posted in the Contracts Library?
- A20: The contract is officially posted in the library when the contract has been executed and the "start date" has taken effect.
- Q21: Who do I contact if I am confused about a contract?
- A21: DCM staff can help to clarify contract information or direct you to programs leads, fiscal leads, or designated area office staff.