

Orange County Family Court Children's Center Request for Proposals

Pre-Bid Conference Held September 21, 2023

Questions and Responses

The New York State Unified Court System (UCS) thanks the vendor that submitted the questions below concerning the Orange County Family Court Children's Center request for proposals (RFP) during the pre-bid conference held on September 21, 2023. The questions and responses appearing below have been edited for brevity, clarity, and responsiveness where feasible.

1. Will the court provide repairs?

UCS Response: Yes. The court may submit work orders to the county, and the county will provide repairs.

2. Is the center equipped with toilets?

UCS Response: Yes. All centers are equipped with adult toilets.

3. Is the maximum age for children being dropped off eight (8) years old or twelve (12) years old?

UCS Response: Children's centers serve children up to twelve (12) years old.

4. What is the minimum age for children to be dropped off?

UCS Response: The Center must accept children who are at least six (6) weeks old.

5. What is the capacity of the Orange County Family Court Children's Center?

UCS Response: Thirty-five (35) square feet of open activity space per child is required. With the existing furniture in the Center the current maximum capacity has been established at eight (8) children at one time. The mandatory two staff persons in the Center are not part of the maximum capacity calculation. The selected vendor will have the opportunity during the start-up period to add or subtract furnishings and reconfigure the space if desired. A new maximum capacity will be calculated prior to serving children.

6. Must the furniture remain?

UCS Response: No. The selected operator may replace or dispose of any unwanted furniture or furnishings.

7. What repairs will occur before the contract commences?

UCS Response: *Any light bulbs that are not functioning properly will be replaced. All the baseboards throughout the Center have been removed; they will be replaced. The selected vendor may submit a work order request to the Office of the Family Court Chief Clerk to request any additional repairs during the start-up period or thereafter.*

8. Is parking available?

UCS Response: *Yes.*

9. How many entrances and exits are there into and out of the center?

UCS Response: *There is one door that is only an exit, and there is a second door that is both an entrance and an exit.*

10. Do the doors lock automatically?

UCS Response: *No. The doors are locked by keys.*

11. Will the existing furniture be made available to the selected vendor?

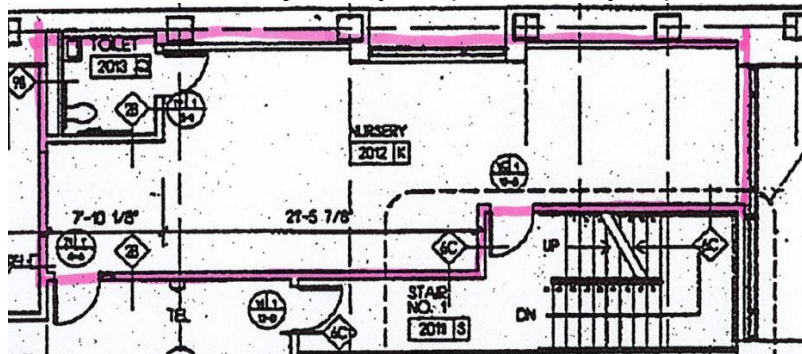
UCS Response: *Yes.*

12. Can there be changes to furnishings?

UCS Response: *Yes. As specified in pages 9-10 of the [RFP](#), vendors should supply two budgets: the first budget is for one-time start-up costs, which can include furnishings and equipment and the second budget is for the annual operating costs.*

13. What is the square footage of the children's center?

UCS Response: *The Children's Center is approximately 696 square feet. The floor plan below shows the dimensions of that space (outlined in pink):*



14. What are the hours of operation? When is staffing most needed?

UCS Response: *The court is open from 9:00 a.m. – 5:00 p.m. The Children’s Centers Program encourages courts to provide daily calendars to staff of the children’s center. The Advisory Committee might be able to help systematize the availability of court calendars. Children’s centers are expected to serve anyone appearing in court, or in the courthouse for court-related business, for example, a family where a caregiver is meeting with an attorney. The selected vendor will have the opportunity to establish exact hours of operation with the court.*

15. What happens if the children’s center is serving the maximum number of children it can serve at any given time?

UCS Response: *The center should employ a waiting list to notify waiting caregivers when space becomes available in the Center.*

16. What services is the center expected to provide?

UCS Response: *Children’s centers provide drop-in daycare, and they also connect families with available services. See the Background information supplied on page 2 of the [RFP](#).*

17. Do center staff conduct intake services?

UCS Response: *Yes.*

18. Is the printer that is currently in the center available to the selected vendor?

UCS Response: *Yes, but there is no assurance that the printer works.*

19. Will staff in the children’s center have access to a bigger (networked) printer?

UCS Response: *Any such access would need to be negotiated with court staff.*

20. Is the provider required to establish an advisory committee?

UCS Response: *Yes. It is the contractual responsibility of the provider to establish an advisory committee, which will meet quarterly to discuss operations and address needed community services. See Section G (Advisory Committee) of Exhibit 8 (Operational Standards) on page 52 of the [RFP](#).*

21. Will the provider be expected to raise funds?

UCS Response: *There is no requirement that the provider raise outside funds; however, operators of children’s centers may do so. Many centers find it beneficial to raise funds to support the center and promote the center to the broader community.*

22. How many children's centers are there?

UCS Response: Twenty-nine (29).

23. What is the condition of the refrigerator?

UCS Response: The refrigerator currently works and can be relocated.

24. Will the crib in the back corner remain?

UCS Response: Yes.

25. Is there diaper storage?

UCS Response: Yes, there is diaper storage in the bathroom.

26. Must snacks be available for children?

UCS Response: Yes. See Section P (Nutrition and Snacks) of Exhibit 8 (Operational Standards) on page 52 of the [RFP](#).

27. Is there a need to offer more than just snacks?

UCS Response: Operators of children's centers are encouraged to have warmable food available.

28. Please discuss the timeline to submit proposals.

UCS Response: Proposals are due on October 12, 2023, at 3:00 p.m.

29. Please discuss the timeline for procurement activities after the proposals are submitted.

UCS Response: UCS expects to evaluate submitted proposals, identify which proposal receives the greatest score, conduct vendor responsibility activities, and finalize contract negotiations in time for the estimated contract start date set forth in the RFP: December 1, 2023. The center will be expected to begin serving children during February 2024.

30. Is the pre-bid conference the final opportunity to ask questions or provide information (other than delivering the vendor's proposal)?

UCS Response: Yes, although UCS reserves the right to request clarification of information included in the vendor's proposal.

31. Please discuss financial reporting requirements (Note: I didn't hear this question, but I am assuming that this is roughly what was asked based on the response I heard)

UCS Response: The selected applicant will be required to submit quarterly reconciliation reports, and UCS may conduct spot checks to ensure that the vendor's spending is on track and fiscal records are maintained appropriately.

32. Is the Orange County Family Court Children's Center small or large compared to other children's centers?

UCS Response: The Orange County children's center is relatively large.

33. How are repairs accomplished?

UCS Response: Requests for repairs should be submitted to the Office of the Family Court Clerk, which will prepare a work order and submit it to the County.

34. On which holidays will the court be closed?

UCS Response: The court will be closed for the following holidays: New Year's Day, Dr. Martin Luther King, Jr., Day, Lincoln's Birthday, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day, Thanksgiving Day, and Christmas Day.

35. Does the court provide cleaning?

UCS Response: Yes, the court provides general cleaning and maintenance.

36. When does the contract begin?

UCS Response: The estimated contract start date is December 1, 2023. The center will be expected to begin serving children during February 2024.

37. What information is supplied on the court calendar?

UCS Response: Depending on the matter, the court calendar ("docket" calendar) might include the names of the litigants and the time when the matter is expected to be called. Court calendars generally do not disclose the number of children or their ages.

38. How should children's center staff reach a parent who is in court given that litigants might not be permitted to bring a cell phone into court?

UCS Response: The operational manual included in the RFP requires the center to establish protocols with court staff for handling emergencies. Usually, those protocols envision court officers or other personnel relaying a message in an emergency to a caregiver with a matter before the court.

39. Is the center expected to serve children with disabilities?

UCS Response: Yes. See Section M (Exclusion/Inclusion Criteria) of Exhibit 8 (Operational Standards) on page 57 of the [RFP](#).

40. Is the selected vendor expected to conduct background checks for children's center staff?

UCS Response: Yes. If the vendor is licensed by the Office of Child and Family Services (OCFS), then background checks must be performed pursuant to OCFS requirements. If the vendor is not licensed by OCFS, then UCS expects staff to be vetted according to the vendor's HR policies. Employees of the children's center are not considered court employees.

41. Will children's center staff need to go through security screening every time they enter the courthouse?

UCS Response: Typically, the vendor in collaboration with the Advisory Committee - develops protocols with the court that address, among other things, security screening at entry to the court for children's center staff. Such protocols vary from court to court.

42. How many electrical outlets are there in the children's center?

UCS Response: It appears that there are at least three electrical outlets in the space.

43. Does the Advisory Committee include a Family Court Judge?

UCS Response: Usually, a Judge or Court Clerk serves on the Advisory Committee. The Advisory Committee established by the previous operator of the Orange County Family Court Children's Center included a Judge.

44. Must a prospective vendor include in its proposal the composition of the Advisory Committee?

UCS Response: No. UCS does not expect interested vendors to contact potential members of an advisory committee until after a contract has been executed.

45. Does UCS expect the center to open in December?

UCS Response: UCS expects the selected vendor to begin readying the center in December 2023. UCS expects the selected vendor to begin serving children and families during February 2024.

46. Where in the county's "pecking order" does the county prioritize work orders regarding the children's center?

UCS Response: UCS cannot speak to how the county prioritizes the various work orders it receives.

47. Please discuss the deadline for proposals submitted by mail.

UCS Response: As indicated in the response to Question # 1.1 of the [Q&A for this RFP](#), "The deadline to submit proposals is Thursday, October 12, 2023, at 3:00 PM Eastern Daylight Time (EDT)." As stated on 11 of the [RFP](#), "Applications must arrive" at the address designated on that page of the RFP no later than the deadline.

Vendors may send an email to the designated contact for this RFP (Kathleen M. Roberts; kmroberts@nycourts.gov) requesting confirmation of receipt of a proposal submitted by mail or hand delivery. UCS will confirm receipt of a package but will not open the package or otherwise identify its contents prior to the bid opening.

UCS typically conducts bid openings via Microsoft Teams. Anyone interested in attending the bid opening for this RFP may send an email to Kathleen Roberts at the email address above asking for a link to that event.

48. Will vendors be notified when the Q&A (this document) is available on the UCS website?

UCS Response: Yes. UCS will notify vendors by email when this Q&A document has been posted to the [Current Solicitations webpage](#). UCS reminds vendors to continue checking this webpage in the row corresponding to this RFP for developments regarding this procurement.