



Department of Administrative Services

Purchasing and Contracts

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Sabra Smith Newby, Chief Administrative Officer
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CLARK COUNTY, NEVADA
RFP NO. 603547-14
CONSULTANT FOR SOCIAL SERVICE POLICIES AND PROCEDURES

January 23, 2015

ADDENDUM NO. 2

REQUEST FOR PROPOSAL

1. The proposal due date of January 28, 2015 at 3:00:00 p.m. **has changed to February 13, 2015, 3:00:00 p.m. Pacific.**

QUESTIONS AND ANSWERS

2. Q1 In order to develop a realist and accurate work plan and budget, please provide information on the structure of the Department, including an organization chart, the number and location of county offices, the number of staff work in each office, and the programs/services provided. Please include any information on existing technology in place to support effective client interactions, e.g., call centers, kiosk, document imaging, etc.

A1 Clark County Social Service has six offices in Las Vegas and Henderson. Clark County Social Service has a staff of 75 in addition to the 4 specialty program consisting of 39 professional staff and 26 support staff.

For a list of programs and services provided please see RFP Exhibit A Consultant for Social Service Policies and Procedures Scope of Work page A-1 items 1a through 1 J.

Clark County Social Service has a call center, client kiosks and utilizes staff document imaging.

See attached flow chart.

Q2 Please provide an overview of the Counties Case Management System, ACES. Which programs, services, and policies does this system support?

A2 For an overview of the Clark County Social Service Case Management System (ACES) please go to the following website: <http://www-03.ibm.com/software/products/en/social-assistance-solution>

For the list of Clark County Social Service programs please review the RFP Exhibit A Consultant for Social Service Policies and Procedures Scope of Work please see page A-1 items 1a through 1 H.

Q3 Please clarify the payment schedule. Is it the intent of the County to make this deliverable-based? If yes, are the payment amounts required to align with the % of work outline on page A-4?

A3 Payment is deliverable based using the information provided in Project Deliverables on page 4 of the RFP Exhibit A Consultant for Social Service Policies and Procedures Scope of Work.

Should you have any questions, please e-mail Sherry A. Wimmer, Purchasing Analyst, Purchasing and Contracts at sherry.wimmer@ClarkCountyNV.gov.

ISSUED BY:

A handwritten signature in cursive script that reads "Sherry A. Wimmer".

SHERRY A. WIMMER
Purchasing Analyst I

Attachment: Clark County Social Service Flow Chart

cc: John Huddle

