



STATE OF TENNESSEE  
DEPARTMENT OF CHILDREN'S SERVICES

**REQUEST FOR PROPOSALS # 35910-14532  
AMENDMENT # 2  
FOR FAMILY SUPERVISED VISITATION SERVICES  
(TFP)**

**DATE: MAY 6, 2026**

**RFP # 35910-14532 IS AMENDED AS FOLLOWS:**

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

<b>EVENT</b>	<b>TIME (central time zone)</b>	<b>DATE</b>
1. RFP Issued		APRIL 1, 2026
2. Disability Accommodation Request Deadline	2:00 p.m.	APRIL 6, 2026
3. Notice of Intent to Respond Deadline	2:00 p.m.	APRIL 7, 2026
4. Written "Questions & Comments" Deadline	2:00 p.m.	APRIL 14, 2026
5. State Response to Written "Questions & Comments"		MAY 6, 2026
6. Response Deadline	2:00 p.m.	MAY 18, 2026
7. State Completion of Technical Response Evaluations		MAY 26, 2026
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	MAY 27, 2026
9. Negotiation		MAY 28-29, 2026
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	JUNE 1, 2026
11. End of Protest Period		JUNE 8, 2026
12. State sends contract to Contractor for signature		JUNE 10, 2026
13. Contractor Signature Deadline	2:00 p.m.	JUNE 12, 2026

2. **State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		1. Do all families receive the same number of visits each month, or can DCS adjust the schedule based on the needs of each case?	Please refer to Attachment 6.6. Pro Forma Contract A.14. outlines the minimum frequency visitation expectation. It should also be based on family circumstances or court order by the judge. Please refer to Sections A.13.- A.16. and Policy 16.43 B. Visitation Frequency (link under A.13)
		2. Are providers expected to transport parents, children, or both, and is transportation reimbursed?	Transportation will be determined on a case-by-case basis in partnership with DCS during child and family planning meetings. The Contractor can only be reimbursed for time spent attempting to provide supervised visitation service or attend court hearings after driving to the site to provide that service under Unsuccessful Efforts in the Goods and Services Table Section C.3.
		3. For the 24/7 requirement, does DCS expect full staffing overnight or just an on call system?	It is up to the provider to propose how Attachment 6.6. Pro Forma Contract A.11. will be fulfilled within its capacity. Also please refer to A. 26 and Section C Technical Response & Evaluation Guide C.7.
		4. Are virtual or hybrid visitation sessions allowed in any circumstances?	It is not the preferred method and will require discussions with DCS on a case by case basis. Please refer to Attachment 6.6. Pro Forma Contract Sections A.6.a and A.13 Policy 16.43 for special circumstances (such as safety concerns).
		5. Do supervisors need to be licensed clinicians, or is a master's degree without licensure acceptable?	Please refer to Attachment 6.6. Pro Forma Contract Section A.5 b. for supervisor requirements.
		6. Will DCS provide any required training (e.g., safety protocols, documentation standards), or must providers budget for all training?	Training is not provided by DCS. It is expected that the provider propose how they will meet this expectation. Please refer to RFP Technical Response and Evaluation Guide. C.10.
		7. Will testimony typically be in person, or can staff testify virtually?	Please refer to Attachment 6.6. Pro Forma Contract Section A.17 and A.18 that provide guidance on both.

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		8. Should providers budget for legal consultation or support for staff who testify?	Please refer to Attachment 6.6. Pro Forma Contract Section C. Payment terms and Conditions C.3. Goods and Services table shows court testimony as one of the compensations allowable.
		9. Do the 48 hour initial contact and 5 day face to face timelines include weekends and holidays?	Yes. Please refer to Attachment 6.6. Pro Forma Contract Section A.11. and A.23 b.
		10. Will referrals come from a centralized system, regional offices, or directly from caseworkers?	Referrals come from Caseworkers and Electronic Record. Please refer to Attachment 6.6. Pro Forma Contract Section A.20 and CCWIS as the electronic record.
		11. What data system will providers be required to use, and will DCS provide training and access?	CCWIS. Yes, a DCS trainer will be available to providers on using the system.
		12. Are there additional performance measures or outcome expectations beyond those listed in the RFP?	If the proposed service model has additional performance measures in the evaluation component of the model DCS will partner with awarded providers to build them into the existing reporting mechanism.
		13. Is travel time, documentation time, or missed visits billable under the reimbursement structure?	Please see Attachment 6.6. Pro Forma Contract Section C. Payment terms and Conditions C.3. Unsuccessful efforts for missed visits and travel time is allowable.
		14. Will DCS provide standardized billing templates, or may providers use their own?	Please refer to Attachment 6.6. Pro Forma Contract Section C. Payment terms and Conditions C.5 that outlines Invoice Requirements.
		15. Can a provider apply for multiple regions but only be awarded one?	Yes.
		16. Will DCS award more than one provider per region?	No.
		17. Will there be a transition period before services begin on July 1, or must providers be fully operational immediately?	DCS will work with potential new providers if a transition period is needed with a goal to begin as soon as possible after July 1 <sup>st</sup> to not disrupt or delay services for families. Please see Section

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			C Technical Response and Evaluation Guide B.11. and C.2.
		18. Is the evaluation factor the number of families expected to be referred or the number of billable sessions/activities, not referencing the number of referred families? We understand there's no guarantee of the number, but we wanted clarity on the evaluation factor.	This is based on historical data of number of families and children served.
		19. Are we proposing a per-case cost or a per-session cost?	Per case/per hour. Cost Proposal Evaluation Factor Column is based on historical number of families and children served in the region.
		20. If it is a per session or work task billing process, do we charge for our time in CFTM and meetings with the case worker? Can we bill for activities where the family is not present, such as writing reports or attending meetings, or must the family be present for an activity to be billable?	Please see Attachment 6.6. Pro Forma Contract Section C. Payment terms and Conditions C.3. The Goods and Services tables outlines the allowable compensations: Family Supervised Visits, Court Testimony, Unsuccessful efforts.
		21. Does the scope of service for Supervised Visitation under the RFP include creating family plans, facilitating referrals, parent coaching, and general case management? In the past, these have been more components of therapeutic family work, including therapeutic visitation.	Please see Section C Technical Response and Evaluation Guide C.4 and Attachment 6.6. Pro Forma Contract Section A. Scope that outlines provider expectations specific to family supervised visitation services. Developing family supervised visitation plans in partnership with DCS and families is an expectation in this RFP. Referrals to community services, and parent coaching can be part of enhancing the service based on family need.
		22. For planning and resource alignment purposes, can the agency provide any available information (e.g., ranges, averages, or rate structure) related to supervised family visitation and court testimony services previously procured in the East Region?  a. family supervision visitation services per hour, and  b. court testimony per hour.	Please refer to Cost Proposal and Scoring Guide East Evaluation Factor column for the historical data information.

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		<p>23. For clarification purposes, can the agency please explain the annual number of hours associated with Region 2 – East?</p> <p>The evaluation factor for Region 2 – East indicates a cost evaluation factor of 13,208 (page 31).</p> <p>Can the agency confirm whether this figure represents:</p> <ul style="list-style-type: none"> <li>a. the total combined annual hours across all contracts in the region, or</li> <li>b. the annual hours per individual contract within the region?</li> </ul>	<p>This is based on historical data on the number of families and children served. The evaluation factor is an estimate of the number of total hours for this service in this region.</p>
		<p>24. How many children and families have historically been served in the East Region, listed by fiscal year?</p> <p>If available, can this information also be provided by county within the East Region?</p>	<p>Please refer to Cost Proposal and Scoring Guide East Evaluation Factor column for the available historical data information. County data is unavailable.</p>
		<p>25. If available, can this information also be provided by county within the East Region?</p>	<p>County data is unavailable.</p>
		<p>26. For proposal, staffing &amp; budget planning purposes, does the State anticipate awarding a single contractor or multiple contractors per region?</p>	<p>There will be one contract awarded per region.</p>
		<p>27. Is it expected to use both the CANS and FAST assessments, or will the agency have the option on which assessment to utilize?</p>	<p>DCS Caseworkers are required to use the FAST assessment for non-custody cases and CANS assessment for foster care cases. Providers utilize recommendations of the assessments.</p>
		<p>28. While the agency is expected to be available to provide visitation services 24/7, which days and time frames have visitation services historically occurred most often?</p>	<p>Please see Attachment 6.6. Pro Forma Contract Section A.11. and A.13. Policy 16.43. Circumstances of families are different; therefore, days and timeframes have varied historically. Providers should</p>

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			be prepared to ensure visits are provided on days and times families are available.
		<p>29. For proposer reference, can the agency indicate whether contact information for agencies holding current or prior contracts may be shared, so that proposers may consult with them regarding their experience managing emergency referrals?</p> <p>If direct contact information cannot be shared, can the agency provide any general lessons learned or operational insights?</p>	<p>Contact information for previous and current contract holders is unavailable. If needed in preparing the proposal, respondent may submit a Freedom of Information Act request at the link below.</p> <p><a href="https://www.tn.gov/generalservices/about-dgs/public-records-requests.html">https://www.tn.gov/generalservices/about-dgs/public-records-requests.html</a></p>
		<p>30. Section A.27 notes that a per user, per month fee will be charged for access to the DCS Electronic Record Submission portal.</p> <p>Can the agency please specify the current fee amount and indicate whether any rate adjustments are anticipated during the contract term for budgeting purposes?</p>	<p>The rate is \$34/ month per user.</p> <p>At this time, we do not anticipate any rate changes or adjustments during the contract term.</p>
		<p>31. At contract commencement on July 1, does the agency anticipate a transition or ramp up period for a new provider, or is full-service capacity expected to be operational immediately upon contract start?</p> <p>If a transition period is anticipated for a new provider, can the agency provide general guidance on its expected scope or duration?</p>	<p>DCS will work with potential new providers if a transition period is needed with a goal to begin as soon as possible after July 1 to not disrupt or delay services for families. Please see Section C. Technical Response and Evaluation Guide B.11 and C.2.</p>
		<p>32. Will all of the referrals for services filter through DCS to the Provider?</p>	<p>Yes.</p>
		<p>33. Do you have an estimated volume of clients needing to be served for each RFP specifically for East and Northeast regions?</p>	<p>Please refer to Attachments 6.3 Cost Proposal and Scoring Guide by Region Evaluation Factor for the historical numbers served.</p>
		<p>34. [Is this RFP] fee for service?</p>	<p>This procurement will result in a fee for service contract.</p>

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		35. Approximate number of past referrals/ rate of referral sources for each region for this service?	Please see RFP Cost Proposal and Scoring Guide by Region Evaluation Factor Column for historical numbers of families served.
		36. Will this take the place of Care Coordination Services?	Please see Attachment 6.6. Pro Forma Contract Section A. for the Scope of Service for this RFP which outlines services for Family Supervised Visitation Services and coordinated efforts with DCS to ensure visitation services are provided.

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.