CG 20-10282, 211 Call Center Tobacco Cessation Referral Projects
Questions and Answers

1. **Can additional personnel be added to the project?**
   No. Applicants are required to include the Project Coordinator position in the budget and budget justification. No other positions should be included in the budget (RFA Page 10 and Appendix 6, page 1, Step 2: Personnel).

2. **Can we charge for set-up costs/subscription fees in ReferNet or another call center software? (equivalent to iCarol call center software)**
   Yes. Applicants may budget for set-up costs and/or subscription fees for call center software equivalent to iCarol.

3. **Can multiple 211 Centers apply together?**
   No. See the eligibility requirements outlined in the RFA, page 5, *Part II Funding Opportunity Description*, paragraph A, *Eligibility Criteria*. If two or more 211 Call Centers wish to work together, each 211 Call Center must submit a separate application. This is necessary in order to fund each call center with the needed staffing and costs associated with tracking referrals. If two call centers plan to work closely together describe this partnership in the *Agency Capability, Part 2: Community Assessment Analysis (RFA Page 23).* Include information on which 211 Call Centers plan to work together and how they will work together. Per the RFA (Page 12), California Smokers Helpline (CSH) will contact each Agency that submits a Letter of Intent in order to discuss any technical assistance related to RFA application development and submission.

4. **How many awards be provided?**
   On August 13, 2020, the California Tobacco Control Program (CTCP) posted an addendum to the RFA that increased the maximum number of funded 2-1-1 Community Information and Referral services (211 Call Centers) from ten (10) to fifteen (15) (RFA Pages 2 and 6).

5. **How will awards be decided?**
   Please refer to the RFA Page 20, Section C. Application Selection Criteria, Table 6. *Scoring Criteria and Rating Points* for the selection criteria and the associated point value that will be used to evaluate and score applications.

6. **Can you further explain the rationale for the requirement regarding Fringe Benefits not including vacation and sick leave?**
   Per CDPH policy, leave time should be included in personnel/salary costs.

7. **Will there be a set number of awards in each Tier?**
   No. The total funds to be distributed among all Awardees is anticipated to be $13,000,000 for approximately 15 projects for 60 months (RFA Page 6).The number of projects funded in each tier is not capped.

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8. **Can we utilize an Entity Status Letter that was generated earlier in 2020?**
   Yes. However, CTCP recommends Applicants provide the most current Franchise Tax Board Entity Status Letter, generated from the Franchise Tax Board website (RFA Page 18).

9. **Is it a requirement for the agency to have an onsite call center to apply?**
   No. Please see page 5 of the RFA Section A. Eligibility Criteria. Please review this section to determine if your agency is eligible.

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