

02/07/11

TO: ALL POTENTIAL BIDDERS

FROM: H. Ryan Bolles
DSCYF – Contract Administrator

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSALS (RFP) – CYF1014 – SSI/SSA
Recovery Process Development

ADDENDUM #1

A number of questions have been submitted to the State with regard to RFP CYF1014. The State's responses are included below in red:

QUESTION: The RFP indicates weights **maximum percentage of points** will be applied to each area of proposal evaluation, yet none appear in the RFP. What are each of the maximum percentage of points to be applied?

ANSWER:

Proposal Review Criteria

1. Proposed Methodology, Approach And Process Of Implementation 20%
 - a. Has the bidder addressed the requirements of the RFP?
 - b. Has the bidder proposed appropriate methodologies to achieve goal of project?
 - c. Has the bidder proposed a comprehensive implementation process?
2. Proposed Timeline For Implementation 15%
 - a. Has the bidder proposed a realistic timeline?
 - b. Has the bidder demonstrated the ability to comply with the proposed timeline?
3. Proposed Follow-Up And On-Going Training 20%
 - a. Has the bidder proposed a comprehensive and timely plan for follow-up and support?
 - b. Has the bidder proposed a comprehensive and timely plan for initial and on-going training and support?
4. Experience/Reputation And Demonstrated Ability 30%
 - a. Has the bidder demonstrated an appropriate knowledge of SSA/SSI?
 - b. Has the bidder submitted a similar tool or process created for another contract?
 - c. Has the bidders submitted a list of contracts with contact information for similar services for the past 3 years?
 - d. Has the bidder demonstrated success getting cases approved by SSA?
5. Cost 15%

- a. Are the proposed costs competitive compared to other proposals?
- b. Do the proposed costs seem appropriate compared to market research?
- c. Do the proposed costs fit within the allocation?
- d. Did the bidder propose an acceptable formula or methodology for payment?

QUESTION: Does the state have an allocated budget figure in mind for this scope of work? If so, could that figure be provided by year?

ANSWER: No, but the State is committed to this project if competitive, reasonable and responsive proposals are received.

QUESTION: How many children are in DSCYF custody and therefore considered eligible for this review?

ANSWER: Approximately 670 youth

QUESTION: What is DSCYF's current IV-E penetration rate?

ANSWER: 31.5%

QUESTION: How many DSCYF children already receive SSI benefits?

ANSWER: Approximately 40 youth

QUESTION: How many DSCYF children already receive Title II (SSA) auxiliary benefits?

ANSWER: Approximately 35 youth

QUESTION: How many DYRS youth are currently in level IV residential care and therefore considered eligible for this review?

ANSWER: There are currently 91 DYRS youth in a level IV residential placement. Theoretically, this entire population would be eligible for a review.

QUESTION: How many DYRS youth in level IV residential care already receive SSI benefits?

ANSWER: DSCYF is not the payee for any youth in DYRS level IV residential care.

QUESTION: How many DYRS youth in level IV residential care already receive Title II (SSA) auxiliary benefits?

ANSWER: DSCYF is not the payee for any youth in DYRS level IV residential care.

QUESTION: Does DSCYF currently identify and apply for SSI and Title II benefits for YRS youth in level IV residential care?

ANSWER: No.

QUESTION: Have these services been contracted out by the State in the recent past? If so, could the state please provide the name of the incumbent vendor providing these services and the dollar amount expended by the State per year for these services?

ANSWER: No, there is no recent contract for these services.

QUESTION: Has the State – or Contractor on behalf of the State – ever performed an SSI/Title II revenue maximization assessment to determine whether DSCYF is maximizing these two federal revenue sources? If yes, will DSCYF share the results of this assessment with potential Contractors? We are interested in learning more about DSCYF's motive(s) behind issuing an RFP for this work.

ANSWER: No, however during a review of the Title IV-E eligibility process it was recommended that we pursue this potential source of funding on a more consistent basis.

QUESTION: Under Section I.C.1. “Approved” (pg 4), the RFP states, “If Approved: Applications which have been approved shall be managed and maintained by the Contractor.” Could the state further clarify if this portion of the scope also includes management of benefits received by the State on behalf of the child or if that is a function handled by State personnel?

ANSWER: If, you are asking if the State is requiring the contractor to manage the payments received from SSA, the answer is ‘no’. Once payments start to be received from SSA, the State will appropriately account for them in our FACTS (case management) system and State accounting system.

QUESTION: RFP Section I.D.1. regarding “Redetermination applications” (pg 4): Could the State clarify if by this bullet point they are referring to Continuing Disability Reviews (CDRs) which are issued by SSA when it is time for a child’s case to be reviewed for eligibility?

ANSWER: Yes – we are referring to the CDR. We are looking for these to be completed on a timely basis when requested by SSA.

QUESTION: Can the State please explain what it means by “redetermination application” if it is not referring to a CDR?

ANSWER: N/A

QUESTION: RFP Section I.D.2 “Cases should be reviewed for medical and psychological report expiration dates” (pg 4). Is it the intent of the state that the contractor would then advise the case worker that new documentation is needed or will the contractor be expected to request new exams from a specified doctor? And, if the latter option is true, does the state already have an established and approved list of vendors who provide medical and psychological report services?

ANSWER: It is expected that the contractor would be responsible for requesting new exams be completed. The case worker would only be involved in possibly getting the child to the appointment. ANSWER: The State has an approved list of vendors that provide medical and psychological report services for other programs, but not necessarily for SSA/SSI eligibility purposes. This would be an area that would be discussed and negotiated with the successful bidder.

QUESTION: RFP Section II.A.6. – Reporting (pg 5) states that the number of “medical reviews and non-medical reviews” completed must be reported on. Could the state further define “medical and non-medical reviews?” Is this another term for review of the child’s case file for SSI eligibility (i.e.: medical review) or review of case file for Title II dependent benefits (non-medical)?

ANSWER: Yes, the State would expect that the contractor would be able to report out on the number of medical reviews and non-medical reviews conducted to determine eligibility for SSI and Title II dependent benefits.

QUESTION: RFP Section II.C. – On Site Office Management (pg 5) states “The Contractor shall maintain its operation from within an office or space provided by the State of Delaware.” Does the State require the Contractor to have a full-time staff person on site at all times, or may a Contractor propose alternative methods of staffing that would be more cost beneficial to the State?

ANSWER: The State does not require the Contractor have a full-time staff person on site at all times. The provider of this service will be an independent contractor and will be treated as such. Bidders should propose the most cost beneficial staffing method to the State while still achieving the project goals.

QUESTION: RFP Section II. – Period of Agreement (pg 6) states that “The contract resulting from this RFP will begin upon appropriate State of Delaware signatures and end June 30th, 2013. What is the State’s anticipated contract start date? This information will help us more accurately develop a proposed timeline for delivery of requested services as required by the RFP.

ANSWER: The State is hoping that the successful bidder would be able to start this project within 60 days of being informed of the decision on the RFP.

QUESTION: Does Delaware want the Contractor to process income redeterminations as part of this scope of work? We didn’t see this task included in the RFP.

ANSWER: Yes, when it’s an integral part of the process for the child to remain eligible.

QUESTION: Per the RFP on page 4, I. The Screening/Application Process, Section A. Screening, it states that:

"The referral for an application shall be made within 7 days of the screening determination."

If the selected Contract develops the screening protocol to be used by DSCYF personnel and once this screening protocol is completed, how is the selected Contractor to insure that the DSCYF personnel makes a referral to the SSI Advocacy Unit within the 7 days of their screening?

ANSWER: This refers to the time period during which the contractor would be processing the applications.

QUESTION: Per the RFP on page 4, I. The Screening/Application Process, Section D. Case Reviews, it states that:

"Redetermination applications should be made within 60 days of the expiration of the original eligibility date."

Redeterminations of SSI/SSA eligibility are requested by SSA and are not an automatic function to be completed upon an eligibility date. Why would an eligibility redetermination be completed if it was not requested by SSA?

ANSWER: The expectation is for the contractor to ensure there is no interruption or loss of benefits while the child remains in the care and custody of the Department.

QUESTION: Per the RFP on page 6, Compensation and Method of Payment, Section A., it states that:

"It will be expressly agreed upon by the DSCYF and the Contractor that any and all money due to the Contractor under the Agreement are earned as a result of DSCYF receiving initial payments of SSI or SSA (Title II) on behalf of identified children who have been determined eligible to receive said SSI and SSA (Title II) benefits."

Is it to be understood from this requirement that:

1. The selected Contractor will only be compensated for completing an initial SSI and SSA application if and once these applications are submitted to SSA and these applications are deemed eligible to receive benefits? If this is the case, given the fact that an initial application may take up to 6 months for SSA to complete an eligibility determination, the selected Contractor would not be compensated for any applications deemed ineligible to receive SSI/SSA benefits and the selected Contractor would not be compensated for any initial application work for up to 6 months thus having to incur personnel and travel costs with no compensation.

ANSWER: It is not the expectation of DSCYF that the successful bidder remain unpaid until the first successful application determination. A project implementation payment structure for contractor performance leading up to the first successful application determination will be negotiated once a successful bidder is identified. However, for the purposes of preparing your proposal and subsequent proposal review please include in your submission a proposed payment structure for design and implantation of the scope of services as described in the RFP.

2. The selected Contractor will only be reimbursed for completing SSI redeterminations for cases that they initially filed the application and submitted to SSA that received a favorable eligibility determination. If a child is already in care and receiving SSI/SSA benefits and the State is the payee at the time the selected Contractor begins work, even though the Contractor would be required to complete the case redetermination, the selected Vendor would not be compensated as they did not complete the "initial" application for eligibility. The selected Contractor would not be compensated for work performed and costs incurred.

ANSWER: It is not the expectation of DSCYF that the successful bidder remain unpaid until the first successful application determination. A project implementation payment structure for contractor performance leading up to the first successful application determination will be negotiated once a successful bidder is identified. However, for the purposes of preparing your proposal and subsequent proposal review please include in your submission a proposed payment structure for design and implantation of the scope of services as described in the RFP.

3. Does a successfully executed change of payee qualify as an "initial payment of SSI or SSA" benefit?

ANSWER: Yes

All other terms and conditions remain the same.

If you have questions please contact H. Ryan Bolles at herbert.bolles@state.de.us