



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

March 15, 2019

TO: ALL OFFERORS

FROM: WALT GORMAN
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL
NO. GSS19113-TEMP_MED
Temporary Medical Staffing

ADDENDUM # 1

The purpose of this addendum is to answer questions submitted regarding the solicitation and provide an updated Appendix C. All Vendors are to use updated Appendix C to submit pricing.

Questions & Answers:

Q1. Current Vendors

- Can you please provide the current incumbent vendors providing services for each service line in Regions?
 - Who is the current incumbent(s)?
 - If not new needs, are there current vendors?
 - Does the state currently have an incumbent providing temporary medical services?
 - Is this a new requirement? If not, please provide the current vendor (s) providing the service and how are the current services being procured?
 - If applicable, who is the incumbent for these services and for how long have they served the State of Delaware in this capacity?
 - How many vendors are performing on the current contract?
- a. Information on the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2382





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Q2. Current Vendor Satisfaction

- If current vendors, are you satisfied with their performance?
- Are you satisfied with your current provider of services?
- a. The purpose for this solicitation is a routine re-compete for an existing contract that is near its end of term with no extensions available. There are no current performance issues on file.

Q3. Current Rates

- Can you please provide the Incumbent hourly rates for all service line requested from this RFP?
- What rates do those agencies charge for RN, APRN, LPN, Epidemiologist, Nutritionist, Dental Assistance, Compliance Nurse, Pharmacist Administrator, And Respiratory Therapy Services?
- Could you please provide your current markup percentages or pay rates so that we may be as competitive as possible?
- What are the current rates of pay?
- Is it possible to get the rates currently being paid by the state for the positions listed in the RFP?
- What are the State of Delaware's current rates/markups for the positions listed in the solicitation?
- a. Information on the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2382

Q4. Current Usage

- What was the total annual expenditure of the current contract in 2017 and 2018?
- What was the total annual expenditure for each specific service line in 2017 and 2018
- What was the annual spend in the last fiscal year?
- How much money in 2018 and 2017 was spent on RN, APRN, LPN, Epidemiologist, Nutritionist, Dental Assistance, Compliance Nurse, Pharmacist Administrator, And Respiratory Therapy Services?
- What is the current spend?
- Can the State please provide Usage information for FY2018?
- Can the State please provide Spend information for FY 2018?
- Which agencies are you using the most on the current contract?
- What is the estimated budget for this RFP? If unknown, please specify previous spending.





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- What has the spend been for similar services in each of the past three (3) fiscal years?
- What is the historical usage for the last fiscal year, either hours, dollars, or both?
- What are the most frequently used job categories in the subject matter RFP?
- a. Information on the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2382. Additional information on usage can be found at: <https://data.delaware.gov/>

Q5. Award Type

- Will this be a single or multi-award?
- How many vendors does the State expect to award a contract to for the services requested in this solicitation?
- How many awards does the State of Delaware anticipate making?
- a. Please refer to section 5. Multiple Source Award on page 4.

Q6. Can the State please clarify how needs for contractors will be disseminated to vendors post award?

- a. All information regarding the resulting award will be published online. When an agency has a need, they will review the contract and reach out to vendor(s) based on their current need.

Q7. Can specialized rates be submitted for individual positions?

- a. Vendors may elect to take minor exceptions to pricing and provide a separate specialized rate for individual positions on a separate sheet with explanation. Acceptance is not guaranteed. The response should however also include pricing using the specified format.

Q8. Would you accept an all-inclusive bill rate vs a pay rate and a markup?

- a. No. Please submit proposed pricing in the specified format.

Q9. Pricing Sheet- Please confirm that the mark up needs to be entered as a dollar amount

- a. Pricing Sheet markup is to be entered as a percentage.





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- Q10. Discounts. The solicitation asks bidders to indicate if they will offer discounts. However, the spreadsheet does not appear to provide a place for discounts to be submitted. Can you please clarify? (Ref: Section III – Format for Proposal, Item G – Discounts). (Ref: B – General Provisions, Item 4 – Prices Quoted)
- a. Please note that a revised Appendix C has been provided. On the Vendor Information tab, a section has been added for optional discounts. Please indicate the discount amount and the terms of the discount.
- Q11. Pricing Worksheet. Since the anticipated award is a multi-year contract, can you please identify where bidders will submit their labor prices for the option years? The pricing spreadsheet appears only to reflect the base period of the contract, not the option years. (Ref: Item 8 – Contract Period).
- a. As stated in the RFP on page 53: Rates proposed shall be held firm for the initial term of the contract. Rates increases may be considered at time of extension negotiations provided they are compliant with Price Adjustment, section 17 of this RFP.
- Q12. Position Proposals
- Can bidders bid on selective service lines or must we bid on all service lines requested in this RFP?
 - Are respondents required to bid on all positions in order to be deemed responsive?
 - In order to be considered responsive, must we bid on every Job Title listed on the Appendix C – Pricing Form? Or can we bid on the Job Titles we choose?
 - Is the awarded vendor expected to provide services for all modalities listed in the solicitation?
 - Are respondents required to bid on all positions in order to be deemed responsive?
- a. Bidders may respond to any or all designated positions on Appendix C. N/A should be used to indicate that a bidder is not submitting pricing for a position.
- Q13. Rate Proposals
- There is no column for the Bill Rates or the Holiday Bill Rates. There are columns for: Pay Rate, Mark up, Holiday Pay Rate, Holiday Mark up. Are we to include bill rates and holiday bill rates? If so, where please?
 - On Appendix C pricing form, are we to provide the actual bill rate next to the pay rate, or are we to provide the mark up percentage next to the pay rate?





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- On Appendix C pricing form, are we to provide the actual holiday bill rate next to the holiday pay rate, or are we to provide the holiday mark up percentage next to the holiday pay rate?
- a. Please provide the pay rate and markup in their respective columns. This information will be used to calculate the bill rate.

Q14. Assignment Length

- What was the average duration of an assignment for each service line per Region requested in the RFP in 2017 and 2018? i.e 2 months-3 months or 6 months.....
- What was the total amount of (RN/LPN) hours used in the past year?
- How many hours were utilized in 2018 and 2017 for RN, APRN, LPN, Epidemiologist, Nutritionist, Dental Assistance, Compliance Nurse, Pharmacist Administrator, And Respiratory Therapy Services?
- How many hours of RN, APRN, LPN, Epidemiologist, Nutritionist, Dental Assistance, Compliance Nurse, Pharmacist Administrator, And Respiratory Therapy Services do you anticipate for each year of the contract?
- What is the average length of the assignment?
- a. Information on the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2382. Additional information on usage can be found at: <https://data.delaware.gov/>. Please refer to page 57, section 1. Frequency of Need for Temporary Nursing Services in the RFP.

Q15. Estimated spend/budget/usage

- What is the annual spend that is projected for the contract? How will it be divided per year?
- Estimated Quantities. Can the State of Delaware clarify the estimated quantities of work hours anticipated with this contract? The solicitation makes a reference to a Website; however, this is unclear as to estimated work hours. (Ref: B – General Provisions, 1. Interpretation of Estimates / Quantities)
- What is the estimated budget for this RFP? If unknown, please specify previous spending.
- What is the anticipated annual and total spend for this contract?
- Do you have a budget for this initiative? If so, what is it?





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- How many hours of RN, APRN, LPN, Epidemiologist, Nutritionist, Dental Assistance, Compliance Nurse, Pharmacist Administrator, And Respiratory Therapy Services do you anticipate for each year of the contract?
 - a. This contract is As Needed, with no estimates or guarantees. There is no estimated value or anticipated spend associated with this contract. Information on the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2382. Additional information on usage can be found at: <https://data.delaware.gov/>. Please refer to page 57, section 1. Frequency of Need for Temporary Nursing Services in the RFP.

Q16. Equipment

- Does the awarded vendor need to provide any equipment or supplies or just need to provide the temporary employees to support the project. If yes, what type of supplies or equipment's would be needed?
- As per the RFP, the Vendor(s) shall provide all equipment, materials and labor to supplement the State of Delaware's need for as described herein. Can you provide the list of equipment or materials furnished by the current vendor(s)?
 - a. This contract is specific to those services requested in the Scope of Work and Appendix C. There is no need for the awarded vendor/s to provide any equipment or supplies.

Q17. At this point your need for RRT is 1 day a week/ 416 hours a year. Do you see your RRT need of one day a week increasing at any point?

- a. Please refer to page 57, section 1. Frequency of Need for Temporary Nursing Services in the RFP. This applies to RRT through association.

Q18. Are there any other services, outside of those listed in this solicitation, that can be purchased through this contract?

- a. This contract is specific to those services requested in the Scope of Work and Appendix C.

Q19. Are there any additional positions/personnel anticipated that are not listed in the solicitation?

- a. The State reserves the right to add/remove services and locations to this contract through written amendment and under mutually agreed upon terms and pricing.





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Q20. Licensing/credentials

- Can the State of Delaware indicate exactly what types of licenses it requires bidders to possess? Are there any special permits / licenses required by the State beyond the standard medical practice licenses? (Ref: B – General Provisions, 9. Permits and Licenses)
- What are the State of Delaware’s medical credentialing requirements?
- Are respondents required to meet Joint Commission standards?
- a. Please refer to the RFP page 58, section 28. Nursing License/Certification and Additional Requirements.

Q21. What specific background checks and/or drug screens are required?

- a. Please refer to the RFP page 58, section 28. Nursing License/Certification and Additional Requirements. As a part of the scoring criteria (page 16), proposals should include details about the screening procedures of employees, to include but not be limited by the background checks process utilized.

Q22. Will respondents be allowed to pass through the costs for background checks, drug screens, or fingerprinting/Live Scan (at no additional markup) to the State of Delaware? (Page 56, Section 17)

- a. Page 56, Section 17 informs that these services are the duty of the vendor and will be performed free of charge.

Q23. Background checks

- We also have the following questions relating to the potential fingerprinting requirement (Page 56, Section 17):
 - Does the State of Delaware have an ORI Code? If so, does the State have an account set up where they are invoiced?
 - Does the State of Delaware require we pay the background check fee at the time of the Live Scan?
 - Will the State of Delaware allow vendors to bill back the finger-rolling fee?
- a. Page 55 section 13 clearly states that “All costs associated with skills and background verification are to be paid by the vendor”.





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- Q24. Are resumes needed with the proposal?
- a. Resumes are not required for temporary employees. The RFP does state: The offeror shall provide sufficient information to demonstrate experience and staff expertise to carry out the project. The specific individuals who will work on this project must be identified, along with the nature and extent of their involvement. The qualifications of these individuals shall be presented (in resumes or other formats). If conducting this project will require hiring of one or more individuals who are not currently employed by the bidding organization, applications shall provide detailed job descriptions, including required qualifications and experience.
- Q25. What would like to see with the awarded vendor and our approach to the requested services?
- a. Please refer to the Scope of Work starting on page 53 in the Request for Proposal.
- Q26. Cooperative Purchasing. Can the State of Delaware clarify the statement “this contract is available for use by other states and/or governmental entities through a participating addendum.” Please identify what other government agencies are in the addendum with the State of Delaware? (Ref: Section I, Item 4 – Cooperative Use of Award).
- a. This language is to show that the State of Delaware will accept requests, to be reviewed by Government Support Services, from other States and/or government entities to participate under the Terms and Conditions agreed upon between the awarded vendor and the State. Requests approved by the State do not place any obligation upon the awarded vendors. The awarded vendors must also agree to the participation of other State’s or government entities.
- Q27. Proposal Evaluation. Can the State of Delaware indicate if bidder prices will be included in the proposal scoring matrix? If so, what scoring method will be used to evaluate pricing in conjunction with the technical / past performance evaluation factors? (Ref: Section IV – Proposal Evaluation Factors, Item E – Criteria and Scoring)
- a. Please review the Criteria and Scoring section of the RFP found on page 16.
- Q28. Pre-Proposal Conference. Will the State of Delaware consider holding a pre-proposal conference to answer potential vendor concerns / questions? Having a pre-proposal conference may help clarify the above questions which could avoid uneven pricing and misunderstandings. (Ref: Section IV – Proposal Evaluation Factors, Item V – Mandatory Pre-Bid Briefing)
- a. As per the RFP, a mandatory pre-bid meeting has not been established.





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- Q29. Invoicing. What are the payment terms for invoices, e.g. "Net 30"? Can invoices be submitted electronically? (Ref: B – General Provisions, 13 - Invoicing)
- a. Please reference "Method of Payment" on page 28 of the RFP. Each agency and or group this contract is available to may have separate designated financial processes. Awarded vendors will work with agencies to determine the best practice for invoicing.
- Q30. Are these new needs?
- a. The purpose for this solicitation is a routine re-compete for an existing contract that is near its end of term with no extensions available. This solicitation has adapted new language and updated the Scope of Work to ensure the full needs and best interests of the State are being met. Information on the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2382
- Q31. Page 46- Business Reference Form- Attachment 6: It is stated not to mention not to list any state employee as a reference. Please confirm if this refers to not mention any Delaware state employee. Can employee names from state contracts other than Delaware be mentioned?
- a. If your company holds or has held a contract with another State that is of similar scope and value, a contact from that state may be provided. If your company holds or has held a contract with the State of Delaware that is of similar scope and value, a list of contacts may be provided that is separate from the Attachment 6 Business Reference Form.
- Q32. Is an active Delaware Business License a requirement to respond to the proposal?
- a. No. Please refer to page 2, Section 25. State of Delaware Business License.
- Q33. Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.
- a. Rate information for the current contract can be found at: http://contracts.delaware.gov/contracts_detail.asp?i=2382. For information on the previous solicitation proposals, a formal FOIA request must be submitted to the State of Delaware.





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- Q34. Page 15 Section D. REQUIREMENTS OF THE VENDOR Point 5: What is the meaning of "Experience of the Service Technicians."
- The language in this RFP is considered broad and designed to cover many service industries. Service technicians shall be understood for the purposes of this RFP to mean those individuals providing services to the State as defined by the Scope of Work.
- Q35. Kindly provide Page 44 "COMPANY PROFILE & CAPABILITIES FORM" in word format as answers will be much longer than space provided.
- Please see the attached "Company Profile & Capabilities Form".
- Q36. As this will be at our cost, what is the orientation Packet review and how long does it take to complete?
- The orientation packet review will be dependent upon the agency requesting services and the position requested. Delaware Veterans Home requires all nursing staff to participate in an 8 hour orientation period. DHSS will vary their orientation dependent upon the time service is required, with the orientation lasting from 1 hour to two full working days.
- Q37. Will respondents be disqualified or adversely impacted during the evaluation process if they were to submit exceptions to the State of Delaware?
- This would depend on the nature of the exceptions and the bidder's flexibility.
- Q38. With respect to Affordable Care Act (ACA) costs, would the State of Delaware prefer these charges as a separate line item on the invoices, or instead incorporated directly into each respondent's proposed rates? Please clarify.
- The Federal ACA compliant requirement has been outlined in Section 22 on page 23. ACA Safe Harbor
- Q39. Can the State please clarify if requests to edit/amend the contract, will be accepted?
- Pre-Contract, exceptions can be submitted for consideration (Attachment 3). Acceptance of exceptions are not guaranteed. After award, it would depend upon what is being requested to change or amend, and what the impact would be on the State and the contract.





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Q40. Facilities

- Can the State provide a detailed list of all facilities permitted to submit orders off of this contract?
- Can the State please provide a list of all facilities that will qualify to purchase services through this bid?
- Are there any facilities not listed in the breakdown of spend? If so, can the state please provide a breakdown of spend for those facilities?
- a. Please review page 3 section 3. Mandatory Use Contract, of the RFP. Additionally, the Scope of Work lists several facilities that may require service under this contract. The State reserves the right to add or remove locations as needed. This is not an all-inclusive list and locations are not required to appear on this list to obtain service under this contract. Information on the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2382. Additional information on usage can be found at: <https://data.delaware.gov/>

Q41. There is no space for C.N.A rates on Appendix C pricing form, however, there is a job description listed. Are C.N.A's going to be utilized for this contract? If so, are we able to bid on them? If so, where should we include pricing for C.N.A.s?

- a. Appendix C has been updated to correct the oversight. All vendors are to submit pricing using the updated document.

All other terms and conditions remain the same.

