



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: January 10, 2012

HSS 11-095

Emergency Response System (ERS)

for

Division of Services for Aging & Adults with Physical Disabilities  
(DSAAPD)

Date Due: March 1, 2012

By 11:00 am Local Time

ADDENDUM # 1 – Questions & Answers

**PLEASE NOTE:**

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED  
RFP.

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Kieran Mohammed  
Procurement Administrator

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Franklin Jones  
Division Contact

Emergency Response Service – RFP HSS 11-095  
Questions & Answers

1. Within Section II. (Scope of Services, 1.0 Service Definitions, 1.3 Question): to my knowledge there are no units built today that will reliably work using VOIP technology. There are adaptors available, but are still not as reliable as I would trust my life with. Is there a consideration for using cellular technology in cases where POTS or Cable phone service is not available? **Per the Service Specifications, all participants must have a land-line in order to qualify for the service. The use of a cellular technology is acceptable only if the cost is the same as land-line service.**
2. Within Section 3.0 (Service Unit, 3.1 Question): is billing code S5160 off of the negotiating table? **Billing code S5160 represents a reimbursement code for Installation Costs under the Elderly & Disabled Medicaid Waiver program. For this upcoming state-funded ERS contract, DSAAPD will not be offering reimbursement for installation of ERS units. To clarify, any and all bidding ERS providers may submit a Work Plan and Budget for this RFP to include all requested costs, however due to historical ERS service; DSAAPD feels that installation reimbursement is not necessary.**
3. Within Section 6.0 (Service Standards, 6.12 Question): if a provider can bill for lost or damaged equipment, what about a client relocating, and requiring reinstallation of the unit. If a non warranty related problem occurs such as equipment/ wire tampering can the client be billed a service call? **Bidding providers may submit any and all required reimbursement costs and frequency of billing requirements within the submitted bid. The overall proposed Work Plan and Budget will be reviewed during the DSAAPD Technical Evaluation process. DSAAPD will be expecting to secure the most aggressive pricing structure to serve the large ERS population.**
4. Within Section 7.0 (Invoicing Requirements, 7.1 Question): can DSAAPD provide me with a current copy of the DSAAPD Policy Manual as I am looking for what Policy Number X-Q invoicing is? **The current DSAAPD Policy Manual for Contracts can be found at the following web link: [http://dhss.delaware.gov/dhss/dsaapd/files/dsaapd\\_provider\\_manual.pdf](http://dhss.delaware.gov/dhss/dsaapd/files/dsaapd_provider_manual.pdf)**  
How does it differ from the ERS service Medicaid Waiver billing through HP Enterprises? **This service will be reimbursed to the provider through invoicing as described above and the use of a direct deposit account or check from the DSAAPD Fiscal office rather than the claims submission process utilized for Medicaid Waiver billing.**
5. Within Section 8.0 (Donations/Cost Sharing, 8.1 Question): is there any involvement for our company in the Title III-E funding? If so please explain. **No, this RFP only represents State funding.**
6. Within Section III, (Special Terms And Conditions):
  - a. Length of contract: what is the renewal procedure for the additional years and is the bid renegotiated during or at the renewal date? **Bidders who are awarded the opportunity to negotiate and successfully execute a contract for ERS services will be offered to renew the contract yearly up to four (4) successive years. ERS providers may be able to renegotiate budget, and work plan changes that the time of the renewal. (Which would be approximately 4 months before the renewal start date of the contract)**
  - b. Subcontractors: what specific criteria are required for subcontractor approval whether it be the monitoring company, or installers?  
**Extracted from HSS-11-095, page 7 Section 3: Special Terms and Conditions**  
**B. Subcontractors**  
**The use of subcontractors will be permitted for this project.**

If a subcontractor is going to be used, this needs to be specified in the proposal, with an identification of the proposed subcontractor, the service(s) to be provided, and its qualifications to provide such service(s). Subcontractors will be held to the same requirements as the primary contractor. The contract with the primary contractor will bind sub or co-contractors to the primary contractor by the terms, specifications, and standards of the RFP. All such terms, specifications, and standards shall preserve and protect the rights of the agency under the RFP and any subsequent proposals and contracts with respect to the services performed by the sub or co-contractor, so that the sub or co-contractor will not prejudice such rights. Nothing in the RFP shall create any contractual relation between any sub or co-contractor and the agency. The proposed subcontractors must be approved by the Division of Services for Aging and Adults with Physical Disabilities

- c. Payment: is the payment procedure flexible enough to maintain the direct deposit method already in place? If not is this a negotiable issue?  
Per the RFP, providers must be willing to accept any of the following methods of reimbursement: credit card, direct deposit, or paper check.
- d. Budget: What is the reason for the need of a salary worksheet? How does it affect our company as we have never received and federal funds? What specific information is required? How does the information need to be filled out to comply with the RFP? For any questions that do not pertain to our business, is N/A an acceptable response, or will it result in elimination in the bidding process?  
The completion of the Salary Worksheet is a requirement of the RFP. DSAAPD will supply guidance and instructions to all providers attending the pre-bid meeting. If a provider is not able to attend the pre-bid meeting, they can request the Budget Workbook instructions from Franklin Jones at [franklin.jones@state.de.us](mailto:franklin.jones@state.de.us)

#### Boilerplate Contract Questions:

- 7. As a boilerplate contract is all encompassing agreement, what specific items numbers are required by our company and which do not pertain to us?  
All aspects of the RFP regarding HSS-11-095 pertain to ALL bidders of HSS-11-095
- C. Financial requirements
- 8. What specific amount are you looking for, per monthly monitoring, per replacement watch, per client, per year. What billing code amount needs to be in this location? Reimbursement expectations will be the current marketplace rates for the Service Units documented in 3.0, under Section II - Scope of Services. This RFP contract will not utilize billing codes similar to the Elderly & Disabled Waiver Program.-
- D. Miscellaneous Requirements
- 9. What on the page is applicable to PERS and our company and what is not? Any and all of the Miscellaneous Requirements noted as "If applicable" would be requirements determined by either Delaware law or the ERS Service Specifications.

#### Contract Appendix A - Divisional Requirements

- 10. Will our company be required to perform month or quarterly reports? Yes. The reports will be supplied to the awarded bidders to complete. Is the DSAAPD Policy Manual for Contracts supplied? Yes, the web link was supplied in the answer to question #4.

Contract Appendix B - Service and Budget Description

11. Please explain what is required to maintain RFP format? Budget Workbook instructions will be supplied to all providers attending the pre-bid meeting. If a provider is not able to attend the pre-bid meeting, they can request the Budget Workbook instructions from Franklin Jones at [franklin.jones@state.de.us](mailto:franklin.jones@state.de.us)

Attachment 1 - Monthly Usage Report

12. Can this entire page be omitted / filled out with N/A as it seems to be for schools. No, this report must be completed and DSAAPD will offer training to awarded providers of this RFP prior to the first billing cycle of the contract.