

**Questions received for RFP No. HSS12-023, Indigent Burial and Deceased Infants
Burial/Cremation Services**

1. I understand that we can bid each county separately but are we to bid each type of burial separately? For example, are we to submit a single or separate bid for veteran and non-veteran burials and are we to submit separate proposals for infant burials and cremations?

No, veteran and non-veteran burials should not be bid separately. Yes, there should be separate bids for infant burials and cremations, however, if bidding on a particular county, a bid must be placed for each service within that county. If a service is left out, it will not meet the requirements of the RFP and your bid will be set aside. Please reference the Business Proposal Form (Appendix H).

2. Can another mutually agreed upon casket be used in lieu of a pine box?

Yes, as long as it is equal to or greater in value.

3. Contractor agrees to bury indigent within ten (10) working days of receiving referral. Are we correct in assuming this time frame would be contingent on weather permitting?

It depends on the severity of the weather. I would ask awarded vendor to contact me if this situation were to arise and we will discuss it on a case by case basis.

4. The bottom of page 9 ends with Section C, #5. The top of page 10 starts with a new paragraph followed by item #1. There appears to be something missing between pages 9 and 10. Please advise.

The words "Contractor Responsibilities" are missing.

5. After page 9, several of the Appendices referenced in the RFP do not match with those provided in the Appendix (specifically Appendices M, L, N). Please advise.

The following corrections have been made: Pg.10, #1, Authorization for Indigent Burial form is Appendix J; #2, Authorization to Bury form is Appendix I, Assignment Form is Appendix K and Burial Ad Form is Appendix L; Pg.15, Letter I, Appendix H referencing the Usage Report should be removed as that Appendix does not exist. The Usage Report is Attachment 1.

6. If the next-of-kin refuses to sign the Authorization to Bury form, does the funeral home place ad in News Journal and Independent Newspaper for three consecutive days?

Yes.

7. Burial Ad form (Appendix N) is actually labeled Appendix L in back of proposal.

Yes, this was addressed in the answer to question # 5 above.

8. Monthly Usage Report (Attachment 1). This report is referred to as Appendix H on page 15, however, Appendix H in the back of the proposal is the Business Proposal Form. Also, is this the exact report format you want the funeral home to use or can we use the existing report we currently provide the state on a monthly basis.

The Monthly Usage Report, which is required by Office of Management and Budget (OMB), will need to be submitted in addition to the monthly report requested as part of the RFP on page 12, # 11. The monthly report referred to on page 12 must include, at a minimum, the information as stated in the RFP although the format of the report can be decided upon mutually by the awarded vendor and me. The specifics of the Monthly Usage Report (Attachment 1) will be changed as needed to fit the services of the contract and the Division of Social Services will have the final authority on the format of the report.

9. Format and Content of Response, Section D

Please advise the specific financial information you require (i.e., balance sheet, income statement).

This information is not required in response to this RFP.

10. Will the corrections to the appendices be updated in the RFP online?

No, the corrections will be noted in the addendum added to the RFP online. Any addenda added become part of the RFP.

11. Can you assign someone who works for you to oversee the work of the contract?

Yes.

12. Do you have to list each of the employees who will perform any work on the contract?

If you know who will or may be performing work on the contract, please list them. If not, those individuals can always be changed or added after the contract has been awarded.

13. Will the vendor be paid per case or in increments? Is there a retainer given at the start of the contract?

The vendor will be paid per case. No, there is no retainer given at the start of the contract.

14. Can the vendor who is awarded the contract give death certificates to family requesting one? Should the vendor refer the family to Vital Statistics?

No, the vendor must refer any family requesting a death certificate to Dana Chant, Program Manager.

15. A question on submission format...it says 2 original CDs and 6 copies, should the 6 copies also be CD's?

Yes, the 6 copies should also be on CD's. Hard copies of appendices C, D, E and F will need to be completed, signed and submitted also. Confidential material is voluntary information provided – up to 3 CD's marked corporate confidential information.

16. How much detailed information do you need on the subcontractors?

Just the name, address and contact information. The subcontractors must be approved by the Division. The vendor awarded the contract is responsible for the performance of the work, regardless of whether a subcontractor is used.

17. Will anything disqualify a subcontractor?

Possibly but we have not experienced this happening in the current or prior Indigent Program contracts.

18. I noticed on the current contract that the vendor requested a cost increase due to the rise in the cost of vaults. Are we able to request increases in the cost if we are awarded the contract?

At the end of the contract each year (July 1-June 30), the awarded vendor and Division of Social Services enter into discussions on whether the price will remain the same or whether a new price needs to be negotiated for the upcoming year. So, yes, an increase can be requested but there is no guarantee it will be granted.

19. Has the budget increased for the program?

No.

20. What is the latest day an addendum could be added to the RFP online?

You should check the RFP and any addenda online right before you submit your bid as addenda can be added any time up to the day before the RFP closes.