



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: January 29, 2014

HSS 13-080

Community Living

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: February 27, 2014

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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Procurement Administrator

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Division Contact

Community Living – RFP HSS-13-080
Questions & Answers

Question: Will multiple vendors be awarded this contract, or just one vendor? If multiple vendors will be awarded contracts, how many are anticipated? If multiple vendors are selected, are awards based on regions?

Answer: *The goal of the Division is to offer the Community Living service statewide, and will chose enough vendors to accomplish that goal. Providers will document their projected service area within the Work Plan of the bid.*

Question: When a driver picks up a person and delivers them to a location, do they have to wait for them to complete their activity at that location, then take them home? If they do have to wait for them to complete the activity, are they paid for that time that they are waiting for the client?

Answer: *Drivers (or other staff from the provider agency) are expected to stay with participants during community activities. The provider is paid for time spent during the activity as well as time spent providing transportation to and from the activity.*

Question: If a driver takes a client to an activity, (i.e. the grocery store) and the client has someone else that needs to accompany them at that activity, is the driver required to pick up the client and the other person accompanying them?

Answer: *It is expected that, the driver (or other staff from the provider agency) accompanies the participant during the activity and also provides any support needed during the activity.*

Question: If a driver picks up a client to an activity, (i.e. the grocery store) and the client needs someone to help them shop in the grocery store, can the driver help them shop in the store? If the driver does help them shop, is the driver paid for the time that they are helping the client shop?

Answer: *Yes, the provider is expected to offer accompaniment and assistance during a participant's trip to a community location and is reimbursed for the time spent in providing the service.*

Question: When a driver picks up a client, is the client at the curbside waiting? If not, who is responsible for getting the client to the door of the vehicle?

Answer: *It is expected that the participant would be waiting inside his or her residence. The provider is responsible for assisting the participant to and from his/her residence to the vehicle.*

Question: Does a driver need to get a client out of their home, out of building, corridors, down stairs, or elevators, and deliver the client back by the same means?

Answer: *Yes, the provider is expected to assist the participant to and from the interior of his/her residence.*

Question: Is there an outside bus stop that clients are picked up or dropped off for the transportation service?

Answer: *No*

Question: Who are the incumbent for this contract for 2011 and 2012?

Answer: *United Cerebral Palsy of Delaware*

Question: What was the contract dollar amount for the incumbent on the contract in 2011 & 2012?

Answer: *The contract amount totals for the last three (3) contract years are as such: Contract Year 2014 - \$168,560.00; Contract Year 2013 - \$141,923.00, & Contract Year 2012 - \$167,025.00*

Question: Is there a certain area/region that the driver must provide service?

Answer: *The potential provider will document their proposed service area(s) within the bid Work Plan.*

Question: If a client cancels the transportation service, is the driver still paid for the service?

Answer: *Reimbursement is provided only for service actually delivered. Please note that the provider is responsible for developing operational policies, including those related to cancellations, and presenting them in writing to program participants. (See section 6.1.9 of the Community Living service specifications.) It is recommended that a provider contact DSAAPD if cases arise in which there are multiple cancellations on the part of a participant.*

Question: Is the contractor paid a flat fee for the contract, regardless of how many transportation services are provided, or is the contractor paid based on each individual client transportation event that they provide?

Answer: *Per 3.0 – Service Unit of the Community Living Service Specifications, a unit of service for this program is one hour of service provided to an eligible participant. In calculating the hours of service provided, the time spent in preparing for the visit and traveling to and from the participant’s home must not be counted.*

Prohibited Costs within the service unit:

- *Participant meals.*
- *Any fees to participate in activities such as admission, entrance, registration, membership or activity*
- *Costs associated with overnight travel*

Question: Are non-profit & for profit companies able to bid?

Answer: *Yes*

Question: How many wheelchair persons must the vehicle accommodate at one time?

Answer: *One (1)*

Question: Within Section 6.1.7 of the Community Living Service Specifications, it states a requirement of, *“the care plan for the participant must be reassessed within 6 months of the start of the program and annually thereafter, with revisions made in the care plan as necessary.”* However, presently for ADL services, the state requires re-assessments every 60 days for non-skill agency. Question: Is it fair then to say, that under HSS-13-080 for ADL’s, that the provider agency is not required to re-assess the client every 60 days as required by the state?

Answer: *For purposes of this service, the provider is required to re-assess a participant as indicated in the service specifications: “The care plan for the participant must be reassessed within 6 months of the start of the program and annually thereafter, with revisions made in the care plan as necessary.” However, any agency that is operating under a state-issued license for a related service (for example, personal assistance) is advised to consult with the licensing entity for further guidance as to whether the licensing standards, including those for re-assessments, apply to the delivery of the Community Living service as well.*

Question: Within Section 6.1.10 of the Community Living Service Specifications, it states, *“Outreach for this program must be carried out by the provider agency.”* Please clarify the process of outreach and what does outreach entail?

Answer: *Outreach includes any activity carried out to inform the public about the availability of the program and about the services provided as part of the program. Examples of outreach activities could include such things as placing information (such as ads) in publications, making presentations to local groups, distributing information at health fairs, conferences or other events, sending emails, putting information on a website, holding discussions on local radio or TV shows, or using other methods to help get the word out about the program.*