



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: March 6, 2014

HSS 14 012

FAMILY SHADE (Support Healthcare Alliance DElaware) INITIATIVE FOR  
CHILDREN AND YOUTH WITH SPECIAL NEEDS

FOR

DIVISION OF PUBLIC HEALTH

Date Due: April 14, 2014  
11:00AM

ADDENDUM # 1

Please Note:

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

Responses to questions addressed at the pre-bid meeting on  
March 6, 2014 are attached.

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**RFP HSS 14 012**  
**FAMILY SHADE (Support Healthcare Alliance DELaware) INITIATIVE**  
**FOR**  
**CHILDREN AND YOUTH WITH SPECIAL NEEDS**

**Pre-bid Meeting Questions**

**March 6, 2014**

**Questions received prior to the pre-bid meeting**

1. “The Division expects that the vendor will work with partner organizations within Family SHADE to develop strategies and activities that address the following priority areas of services for children and families with special needs”

Question: With respect to the above statement on page 9 of the Request for Proposal, please clarify what is intended when you say, “develop strategies and activities.” Is the intent to specifically address the performance measures through new projects administered by Family SHADE, or is the intent to utilize Family SHADE to identify gaps and support strategies of existing programs and organizations within the community?

**Answer: The intent is to utilize Family SHADE to address the priority areas of service, resulting in improvements in the national performance measures. In order to do so, Family SHADE may need to assess and identify gaps in priority areas of service, and then develop a plan to address those gaps. This plan may involve supporting strategies of existing programs and organizations within the community. However, if the need arises, it may also involve developing new projects, providing technical assistance to build the capacity of community organizations to address priority areas, or seeking additional sources of funding.**

2. Question: Care Coordination is listed under the scope of services on page 10 of the Request for Proposal. There are many models of care coordination. Please define what is meant by “care coordination” in this context.

**Answer: Family SHADE, through the appropriate information and referral, will serve as the conduit to help children with special health care needs and their families connect to all needed services/resources and whenever possible, refer families to an organization/service provider that can best coordinate their child’s care. This information and referral service should be provided in close coordination with the 2-1-1/Help Me Grow telephone access point. As gaps/needs**

**are identified for this population, the role of Family SHADE in regards to care coordination will evolve and the successful applicant will need to be responsive to those changing needs.**

3. Question: On page 12, what is meant by “participation in strategic planning process for the state CYSHCN program”?

**Answer: “Participation in strategic planning for the state Children and Youth with Special Health Care Needs (CYSHCN) Program” means assisting with recruitment of individuals to participate in focus groups and key informant interviews. These meetings will be conducted with families of CYSHCN, stakeholders and providers to inform the needs assessment portion of the strategic planning process. Family SHADE staff and member organizations will also be invited to participate in a one-day strategic planning retreat and to complete a pre-retreat survey. All of the information collected will help guide the development of a strategic plan to address the needs of Delaware’s CYSHCN population.**

#### **Questions posed at pre-bid meeting**

4. Question: In terms of the requirement on page 3 to list all contracts awarded to the bidder by the State of Delaware, do we need to list all contracts to our organization (University of DE), or just the ones to our department?

**Answer: You should provide a list of the contracts most related to the scope of services in this RFP, not all of the contracts that the state has with the greater organization.**

5. Question: On page 9 of the RFP, the 6 core outcomes are detailed, which are very broad in scope. Is the intent for Family SHADE to impact movement on all 6 of these core outcomes and their performance measures?

**Answer: Yes, the goal is for Family SHADE to impact and contribute to movement on all 6 performance measures.**

6. On page 11, related to submitting a financial statement, what are you looking for? Our organization (University of DE) has an extensive financial statement. Is that what you want? Will we be penalized for submitting too much documentation to support this requirement?

**Answer: We need documentation that supports financial solvency of your unit. We are looking to make sure that the vendor can perform the services without running into issues with cash flow. This could be a short document that shows funds in,**

**funds out, and current funds available. No, you will not be penalized for submitting too much documentation.**