



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: January 5, 2016

HSS -15-032A

Healthcare Services (Early Intervention Services)

For

The Division of Public Health-Child Development Watch

Date Due: February 3, 2016  
By 11:00 AM Local Time

ADDENDUM # 1

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE  
MENTIONED RFP. Addendum #1 –Questions and Answers

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

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Kiernan Mohammed  
Procurement Administrator

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Wendy M. Brown  
Manager, Support Services

REQUEST FOR PROPOSAL# HSS-15-032A  
HEALTH CARE SERVICES  
(EARLY INTERVENTION SERVICES)  
FOR THE DIVISION OF PUBLIC HEALTH  
CHILD DEVELOPMENT WATCH

***QUESTIONS & ANSWERS***

**Question 1:** Do we need to do separate proposals for North and South?

**Answer:** Yes, but we don't want two separate bid packages coming from your company. The proposal for CDW North and the proposal for CDW South should be included in the same binder, clearly marked and separated with tabs. A cover letter should outline what is in the bid packet.

**Question 2:** Would it be possible to have a bulleted list of difference between North and South?

Ex: use of subcontractors.

**Answer:** Clinics are held at different locations

- Reports are completed differently
- Resources are different between the counties
- CDW South uses subcontractors with present contractors
- CDW South covers Kent and Sussex Counties and carries a caseload between 575-676 cases during the year and CDW North has more cases.
- CDW North covers New Castle County and carries a caseload between 900 – 1078 typically
- CDW North does not allow use of subcontractors

**Question 3:** On Page 2 and Page 54 (Attachment 6): Please clarify the definitions of contractor and sub-contractor.

**Answer:** Contractor: a person or company that undertakes a contract to provide materials or labor to perform a service or do a job.

Subcontractor: person who works for the above said contractor to complete the required service and is paid by the Contractor.

**Question 4:** On Page 54, Attachment 6, Field# 4C, what does OSD stand for? What is a certification number?

**Answer:** OSD stands for Office of Supplier Diversity, once an entity registers with OSD they will receive a certification number.

**Question 5:** On Page 54, Attachment 6, Field#6: Other than indicating PT, OT, SLP, ECE, etc. what detail should be included in this section?

**Answer:** Field 6a is asking for the name of the person signing and 6 b is asking for the title of the person signing the document- not sure if this question is referencing the correct section of the RFP.

**Question 6:** On Page 22, III B: Is this list considered to be an outline to use for the part of the proposal? If not, is there an outline or format that should be used?

**Answer:** This section is General Evaluation Requirements that may impact the bidder's score and should be used as a reference list when bidders' draft their response to this proposal and is not all inclusive as illustrated by # 8 of that list. Bidders are asked to develop a content and format that is detailed, yet concise and responsive that meets the compliance criteria set forth in the RFP- there is no outline template provided .

**Question 7:** On Page 68, Professional Services Agreement: Just want to make sure, we want to know how to fill in the Delaware/Division Information in the first several paragraphs and that we use correct effective and end dates.

**Answer:** The Professional Services Agreement has been included for you to review; not to complete.

**Question 8:** On Page 80, HIPPA Business Associate Agreement: First paragraph refers to Bridges4Kid-- should we substitute our company name?

**Answer:** Yes

**Question 9:** Are you expecting that the bidder will have all personnel listed under scope of services? OT, PT, ST, ECSE, nurse, clinical psychologist, dietician.

**Answer:** CDW South: No

CDW North: While it is possible that bidder(s) will have all personnel listed under the scope of services, it is more likely that multiple contracts may be awarded

**Question 10:** Is it possible to bid on only *a portion* of the scope of services? For instance: Evaluation and assessment at clinic only?

**Answer:** CDW South- no

CDW North - Yes

**Question 11:** Is it possible to bid on only *a portion* of the staff? For instance: ECSE, OT, SLP, PT only?

**Answer:** Yes

**Question 12:** Is it possible to bid on a defined number of hours and days of the week/month? For instance: 8 hours Monday and Thursday every week and 6 hours Friday 1x/month?

**Answer:** Yes

**Question 13:** Does this take the place of the **current** Chopin Developmental Assessment contract DPH #14-091?

**Answer:** CDW North: The current contract (14-091 References to #16-029 ‘Developmental Assessments for Chopin Clinic’) terminates on June 30, 2016, unless specifically extended by an amendment, signed by all parties to the Contract. Amendments have not been exhausted under the current contract.

**Question 14:** Does this take the place of or have any impact on the current “evergreen” provider contracts for direct service provision?

**Answer:** CDW North: No. The Birth to Three evergreen contractual agreements for provision of EI Services statewide are under the Division of Management Services. This RFP does not take the place nor have any impact on those evergreens for direct service provision.

**Question 15:** How will assignments be divided amongst multiple agencies should more than one contract be awarded? (ie. Clinic assessment vs natural environment assessment vs interim therapy, vs service coordination).

**Answer:** CDW South holds clinics 4 days a week; it is possible that staff between different contractors will be evaluating children and writing reports on different days of the week. Presently, CDW South has 4 ECE’s that complete assessments. Each ECE is provided a schedule of when he/ she will complete assessments for the upcoming 6 month time period. The same ECE does not complete assessments every day. CDW South has a great need for service coordination and 3 of our present contractors also provide service coordination in the home and natural environment. They carry a full caseload of 20-30 cases.

CDW North: Currently, we have one Contractor agency providing ECSE, SLP, and OT (all are employees of the agency, not sub-contractors) for our Monday, Thursday and

Spanish Chopin Clinics by We have PT for our Thursday Chopin clinic provided by two independent contractors. We have one Contractor agency providing 10 full-time Family Service Coordinator positions (7 ECSE, 2 SLP, 1 RN III - all are employees of the agency, not sub-contractors) on-site, and 2 of the ECSE's also function as Supervisors. We will entertain all proposals, whether similar to our current contracts or offering different methodology, in order to meet our identified needs. We won't know how assignments may be divided amongst multiple agencies until we review all submitted all submitted proposals and enter into contact negotiations.

**Question 16:** Can an agency refuse an assignment due to staffing or capacity issues?

**Answer:** No

**Question 17:** How is it determined who will fill the (10) 37.5 hour service coordinator positions? Does each agency apply or are they automatically elected to fill spots if they are awarded the contract? Can an agency refuse this portion?

**Answer:** If an agency is awarded the contract, they will find staff to fill the positions. If an agency only wishes to fill (5) positions, for example, that should be specified in the bid.

CDW North: The 10 Family Service Coordinator positions are for CDW North, and will be determined when bids for Family Service Coordinator positions are reviewed, negotiated, and awarded. Each agency interested in providing Family Service Coordination must bid specifically for this service.

**Question 18:** How will location of assessments be determined? (home vs clinic)

**Answer:** For CDW South: Assessments occur in Milford, Dover, Seaford, Georgetown and the client's home or daycare which can occur anywhere in Kent or Sussex County.

CDW North: Assessment locations could include Newark at Chopin site, or in home or community locations throughout New Castle County. Assessments and locations are determined based on the needs of the children and families served.

**Question 19:** How much time would be expected for Enhanced Watch and See and COSF coordination? How are these positions assigned or elected after the contract has been awarded?

**Answer:** CDW South: Enhanced Watch and See and COSF coordination would be a part time service; the other portion of the time would be expected to be utilized in completing assessments or family service coordination. These positions are assigned based on staff availability.

CDW North: EWS is the responsibility of either one of our SLP or ECSE contractors who also function as Family Service Coordinators. In addition, one of our ECSE contractors coordinates all of our COSF requirements. In the past, this ECSE has also acted as Family Service Coordinator, but is currently completing assessments and is not carrying a caseload for CDW.

**Question 20:** If only 1 provider is awarded the contract, are they expected to fulfill all scope of services?

**Answer:** CDW South: Yes

CDW North: While it is possible that only 1 contract may be awarded, we anticipate the possibility of more than 1 contract being awarded, due to the complexity of services. The specific scope of services for each contract will be determined during contract negotiations.

**Question 21:** What is meant by “support professional development of CDW staff”? How much time would be expected and how much notice would be given?

**Answer:** CDW South: On occasion, contractors may be asked to provide further information to staff at staff meetings -which occur once a month- on a topic in their area of expertise; hypertonia, apraxia, etc. Notice is at least 4 weeks in advance.

CDW North: In addition to providing discipline-specific consultation 1:1 with Family Service Coordinators, this would also include providing trainings and education to team members as needed.

**Question 22:** How much advance notice will be given of assignments? Are they consistent in terms of amount of time, days of week and scope of services? If changes occur, how much advanced notice will be given for the changes? Is there a minimum number of hours that can be expected for planning purposes? Does the agency have the right to refuse assignments or decrease hours depending on capacity or staffing?

**Answer:** CDW South: Triage occurs every Tuesday and Thursday. Some days we have one case to triage. Other days we have 22 cases to triage. Staff never knows when they may or may not receive a case as it depends on those that have been called or faxed into our clinic. For the service coordinator positions, staff- once trained, would be expected to carry a full caseload of 20-30 cases. This is consistent in its scope of service and amount of time. If changes occur we provide as much notice as we can as we never know what triage may look like. This would be a full time position. No, staff cannot refuse assignment unless client is relative/ friend. It is not expected that hours would decrease. CDW referrals have increased in recent years and are expected to continue to do so. For staff that complete assessments, they are able to make their schedule in advance. Additionally, they may be asked to see an additional client on a day other than is a scheduled clinic day due to family's work or personal schedule.

CDW North: The specific Chopin Clinic evaluation schedule would be built into the contract terms. Family Service Coordinators would be on-site at CDW North, with cases assigned during triage meetings every Monday & Thursday. Family Service Coordinators (whether State employees or Contractors) carry a caseload ranging between 45 – 60 cases, depending on the time of year; Family Service Coordinators who are Supervisors and/or Assessors would have a lower caseload, based on specific other duties assigned. All contract terms would be determined during the negotiation and award process. Assignments could not be refused and hours should not decrease.

**Question 23:** Are we expected to bid to provide staff and then CDW decides how and when they are used?

**Answer:** Yes

CDW North: This will be determined during the negotiation and award process, based on bids received for service components.

**Question 24:** Is the provider expected to bid for a certain number of hours per discipline?

**Answer:** Yes

CDW North: Specific hours per discipline needs to be addressed in each bid.

**Question 25:** Would all assignments and activities listed under scope of services be reimbursed? Meetings, paperwork, training and education, travel between visits?

**Answer:** CDW North: Currently Chopin Clinic pays an hourly rate per discipline for on-site evaluations and occasional evaluations in the community. Mileage reimbursement is not included in the current contract. Family Service Coordination duties would reimburse based on the hourly rate per discipline, and would include all duties pertaining to CDW case management activities and any State required training. Travel time to the worksite is not billable.

**Question 26:** Would mileage between visits/sites be reimbursed? If so, at what rate per mile?

**Answer:** CDW North: Family Service Coordinators currently under contract are reimbursed through their agency for mileage using their own vehicles. This would be determined during contract negotiations for all services.

**Question 27:** If multiple agencies are awarded the contract, how will you ensure consistency regarding reimbursement if the agencies bid different rates in the RFP bidding process?

**Answer:** Each agency is bidding an amount. It is highly possible that two agencies will be providing the same service and be reimbursed differently based upon what they bid.

CDW North: Rates may vary based on contract negotiations and specific services delivered.

**Question 28:** How will you avoid competition between agencies should more than one provider be awarded the contract?

**Answer:** Competition will not be avoided; it will help deliver quality early intervention services at reasonable rates.

**Question 29:** How will you avoid conflict of interest with provider agencies also providing family service coordination when helping families find a provider agency for services? (Avoiding self-referrals)

**Answer:** CDW North: This RFP is not replacing DMS/Birth to Three evergreens for Early Intervention Services. Family Service Coordinators do not determine which B23 provider will be delivering services – the family selects the provider based on all available disciplines in the service area.

**Question 30:** Are the Scope of Services listed new services or renewal of service?

The Question Refers To:

Part One-Scope of Services for Child Development Watch South

Section Number – II, Pages 3 to 13

Text of Passage Questioned:

*Child Development Watch South currently has 2 SLP's*

*CDW South currently has 6 Early Childhood Educators*

**Answer:** Renewal of service.

**Question 31:** How many contractors for each discipline listed? (Physical Therapist, Speech Therapist, Early Childhood Educator, Nurse, Social Worker)?

The Question Refers To:

Section Number II, Pages 3 to 13.

Text of Passage Questioned:

*Provider licensed Professional Physical Therapist, Speech Language Pathologist,*

*Early Childhood Educator (ECE), Licensed Early Intervention Nursing (BSN),*

*Licensed Clinical Social Worker)*

**Answer:** CDW South:

One part time Physical Therapist

Two full time Speech Therapists

Six Early Childhood Educators

One full time Nurse

One full time Licensed Clinical Social Worker

**Question 32:** Under each description of the “Scope of Services” it states that “The contractor will provide onsite agency supervision”. How will the cost of on sight supervision be reflected in the RFP?

The Question Refers to:

Section Number II, Pages: 4, 6, 9, 10 , & 12

Text of Passage Questioned:

*The contractor will provide onsite agency supervision.*

**Answer:** It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed. Cost would be reflected in administrative duties. CDW South will provide general administrative on-site CDW supervision.

**Question 33:** Confirming as stated in Section II - Bidders are not required to bid on all positions in Child Development Watch South, RFP applicants can bid on specific Scope of Services for Child Development Watch South?

The Question Refers to:

Section Number II, Page 2

Text Of Passage Questioned:

*Bidders are not required to bid on all positions and may bid on any one position or more for Child Development Watch North and /or Child Development Watch South or a combination of the two regions.*

**Answer:** Yes

**Question 34:** Are the scope of services listed new services or renewal of services?

The Question Refers to:

Part Two-Scope of Services for Child Development Watch North

Section Number II, Pages 14 thru 21

Text of Passage Being Questioned:

*CDW North currently has 7 Early Childhood Special Educators, 2 Speech and Language Pathologists and 1 RN-III Serving as Family Service*

*Coordinators for Case Management Services. The contractors must meet the criteria previously cited in the Delaware Personnel Standards and Guidelines Matrix under Part C of IDEA. These contractors also provide discipline-specific evaluations in the clinic and natural environment settings.*

**Answer:** Renewal for existing services.

**Question 35:** How many contractors for each discipline listed (Early Childhood Educator, Speech Therapist, Occupational Therapist, Physical Therapist, Child Psychologist, Nutrition/Dietician, Advanced Practice Nurse, Registered Nurse III, Family Service Coordinator)?

The Question Refers to:

Section Number – II, Page 14

Text of Passage Questioned:

*Consultation services by the following disciplines: Early Childhood Special Education (ECSE), Speech & Language Pathology (SLP), Occupational Therapy (OT), Physical Therapy (PT), Child Psychology, Nutritionist/Dietician, Advanced Practice Nurse, Registered Nurse III, Family Service Coordinator.*

**Answer:** CDW South:

One part time Physical Therapist

Two full time Speech Therapists

Six Early Childhood Educators

One full time Nurse

One full time Licensed Clinical Social Worker

CDW North: This question pertains to CDW North scope of Services. We have one Contractor agency providing 10 full-time Family Service Coordinator positions (7 ECSE, 2 SLP, 1 RN III - all are employees of the agency, not sub-contractors) on-site,

and 2 of the ECSE's also function as Supervisors. These disciplines provide consultation to the CDW team as needed.

**Question 36:** Under each description of the "Scope of Services" it states "The contractor will provide onsite agency supervision", How will the cost of on sight supervision be reflected in the RFP?

The Question Refers to:

Section Number II, Page 15

Text of Passage Questioned:

*Supervision must be provided for all Early Intervention Services.*

**Answer:** It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed. Cost would be reflected in administrative duties. CDW South will provide general administrative on-site CDW supervision.

CDW North: This question pertains to CDW North scope of Services.

Contracted Supervisors are Family Service Coordinators who also supervise the other contractors from their respective agency. We currently have 10 FSC contractors, and 2 of them are supervisors.

**Question 37:** Confirming as stated in Section II, Bidders are not required to bid on positions in Child Development Watch North, RFP applicants can bid on Specific Scope of Services for Child Development Watch North?

Question Refers to:

Section Number II, Page 2

Text of Passage Questioned:

*Bidders are not required to bid on all positions and may bid on any one position or more for Child Development Watch North and/ or Child Development Watch South or a combination of the two regions.*

**Answer:** CDW South: Yes  
CDWN: Correct

**Question 38:** Can you please clarify what this entails?

**Question Refers to:**

Section Number II, Page 15

**Text of Passage being questioned:**

*Supervision must be provided for all early intervention services.*

**Answer:** It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed. Cost would be reflected in administrative duties. CDW South will provide general administrative on-site CDW supervision.

CDW North: Contractors, whether for Chopin clinic on-site, Family Service Coordinators (FSC) on-site, or for evaluation/assessment in the community, must have supervision at the contractor agency provided by an experienced Early Intervention professional, per the Part C DE Personnel Standards and Guidelines Matrix. In addition, on-site Supervision for FSC's must be included in the proposal. Currently, 2 of the 10 FSC contractors also provide Supervision for their contractor team.

**Question 39:** How many hours per week/year will the physical therapist be expected to provide, not including any vacations, holidays, sick time, etc., Please indicate schedule.

**Question Refers to:**

Scope of Services, Physical Therapy, Page 3

**Answer:** CDW South: this is a part time position in CDW South for approximately 12 hours per week.

CDW North: This question pertains to South.

**Question 40:** Will the contracted physical therapist provide supervision of other agency staff or will the contracted vendor provide supervision of the contracted physical therapist? What is the nature (i.e., clinical or general administrative) of the onsite agency supervision that is required? Please provide specific activities involved in onsite agency supervision and types of staff to be supervised

Question Refers to:

Scope of Service, Physical Therapy, Page 4

**Answer:** No- this position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision.

CDW North: This question pertains to South.

**Question 41:** What is the extent in days/week and hours/day of the onsite agency supervision that is required?

Question Refers to:

Scope of Services, Physical Therapy, Page 4

**Answer:** This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the physical therapist.

CDW North: This question pertains to South.

**Question 42:** How many hours per week/year will the speech therapist be expected to provide, not including any vacations, holiday, sick time, etc.? Please indicate schedule

Question Refers to:

Scope of Services, Speech Therapy, Page 5

**Answer:** CDW South: 30-37.5 hours per week, Monday through Friday, 8am-4:30pm.

CDW North: This question pertains to South.

**Question 43:** Will the contracted speech therapist provide supervision of other agency staff or will the contracted vendor provide supervision of the contracted speech therapist? What is the nature (i.e., clinical or general administrative) of the onsite agency supervision that is required? Please provide specific activities involved in onsite agency supervision and types of staff to be supervised.

Question Refers to:

Scope of Services, Speech Therapy, Page 6

**Answer:** This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the speech therapist. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 44:** What is the extent in days/week and hours/day of the onsite agency supervision that is required?

Question Refers to:

Scope of Services, Speech Therapy, Page 6

**Answer:** This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the speech therapist. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 45:** Will the contracted early childhood educators provide supervision of other agency staff or will the contracted vendor provide supervision of the contracted early childhood educators? What is the nature (i.e., clinical or general administrative) of the onsite agency supervision that is required? Please provide specific activities involved in onsite agency supervision and types of staff to be supervised.

Question Refers to:

Scope of Services, Early Childhood Educator, Page 9

**Answer:** CDW South: No. These positions will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the early childhood educators. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 46:** What is the extent in days/week and hours/day of the onsite agency supervision that is required?

**Answer:** CDW South: No. These positions will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the early childhood educators. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 47:** How many hours per week/year will the BSN nurse be expected to provide, not including any vacations, holiday, sick time, etc.? Please indicate schedule

Question Refers to:

Scope of Services, BSN Nurse, Page 10

**Answer:** CDW South: 30-37.5 hours per week, Monday through Friday, 8am-4:30pm

**Question 48:** Will the contracted BSN nurse provide supervision of other agency staff or will the contracted vendor provide supervision of the contracted BSN nurse? What is the nature (i.e., clinical or general administrative) of the onsite agency supervision that is required? Please provide specific activities involved in onsite agency supervision and types of staff to be supervised

Question Refers to:

Scope of Services, BSN Nurse, Page 10

**Answer:** CDW South: No. This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the nurse. It is hoped that in event of problem or just to provide routine performance accountability the contractor

will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 49:** What is the extent in days/week and hours/day of the onsite agency supervision that is required?

Question Refers to:

Scope of Services, BSN Nurse, Page 10

**Answer:** CDW South: This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the nurse. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 50:** How many hours per week/year will the clinical social worker be expected to provide, not including any vacations, holiday, sick time, etc.? Please indicate schedule.

Question Refers to:

Scope of Service, Clinical Social Worker, Page 12

**Answer:** 30-37.5 hours per week, Monday through Friday, 8am-4:30pm

CDW North: This question pertains to South.

**Question 51:** Will the contracted clinical social worker provide supervision of other agency

staff or will the contracted vendor provide supervision of the contracted clinical social worker? What is the nature (i.e., clinical or general administrative) of the onsite agency supervision that is required? Please provide specific activities involved in onsite agency supervision and types of staff to be supervised.

Question Refers to:

Scope of Service, Clinical Social Worker, Page 12

**Answer:** CDW South: This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the nurse. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 52:** What is the extent in days/week and hours/day of the onsite agency supervision that is required?

Question Refers to

Scope of Service, Clinical Social Worker, Page 12

**Answer:** CDW South: This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the nurse. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to South.

**Question 53:** Will the contracted consultants provide supervision of early intervention services or will the contracted vendor provide supervision of the contracted consultants?

What is the nature (i.e., clinical or general administrative) of the early intervention service supervision that is required? Please provide specific activities involved in early intervention service supervision and types of staff to be supervised.

Question Refers to:

Scope of Services, CDW North, Page 15

**Answer:** CDW South: This position will not supervise any other CDW staff. CDW South will provide general administrative on-site CDW supervision to the nurse. It is hoped that in event of problem or just to provide routine performance accountability the contractor will provide someone that CDW can communicate with as well as support their staff when needed.

CDW North: This question pertains to North. Contractors, whether for Chopin clinic on-site, Family Service Coordinators (FSC) on-site, or for evaluation/assessment in the community, must have supervision at the contractor agency provided by an experienced Early Intervention professional, per the Part C DE Personnel Standards and Guidelines Matrix. In addition, on-site Supervision for FSC's must be included in the proposal. Currently, 2 of the 10 FSC contractors from the agency also provide Supervision for their contractor team.

**Question 54:** What is the extent in days/week and hours/day of the early intervention service supervision that is required?

Question Refers to:

Scope of Services, CDW North, Page 15

**Answer:** 30-37.5 hours per week, Monday through Friday, 8am-4:30pm

CDW North: This question pertains to North. 37.5 hours per week, Monday – Friday. Specific hours will be determined during contract negotiations.

**Question 55:** Please provide the number of FTE clinicians of each type who are required in the North clinic.

Question Refers to:

Scope of Services, CDW North, Page 15

**Answer:** CDW North: This question pertains to North. Currently Chopin Clinic has 1 ECSE and 1 SLP available for both Monday and Thursday Clinics, and for Spanish Clinic (currently once a Month). In addition, 1 OT, 1 PT and 1 Child Psychologist is available for Thursday Clinics. Each discipline works approximately 8-9 hours on a clinic day. We will entertain new methodologies for the clinical team for our Chopin Clinics.

**Question 56:** Can the State please provide copies of all the current contract agreements associated with the positions detailed in the required scope of services?

**Answer:** Yes. Interested parties should submit their request to Kieran Mohammed.

**Question 57:** The State recently issued a RFP (RFP# **HSS-15-032**) and awarded staffing contracts pursuant to that RFP for substantially similar or identical positions. It appears those contracts could be used to provide these positions. Please explain why these positions are being separately procured. Can the aforementioned contract still be used to secure the positions in this RFP if the Department were to determine doing so were in the Department's best interest?

**Answer:** CDW North: The RFP cited above was for “Professional Healthcare Services.”

Early Intervention services are not the same as healthcare services for adults in State facilities such as DE Hospital for the Chronically Ill, for example. Services provided by Child Development Watch are educational services, in accordance with the Individuals with Disabilities Education Improvement Act, and we are monitored by the federal Office of Special Education Programs. All Early Intervention providers awarded contracts under this amended RFP must meet all of the requirements cited in the Delaware Personnel Standards and Guidelines Matrix. All CDW contractors will be selected by the respective CDW team in order to ensure compliance with federal and state requirements for provision of Early Intervention Services.

**Question 58:** The background paragraphs for North and South differ (page 2 and page 13) and as a potential new vendor, it is unclear whether the regions operate differently? If so, can further explanation of the operation of each region be provided? If not, can further explanation of why the same services are not being procured? For example, are there current contracts in place for the other services? Also, can data reports be provided? Detailed reports about the number of children served, by discipline and amount of services provided are important for the cost proposal.

Question Refers to:

Part One- Scope of Services for Child Development Watch South, Page2

Text of Passage Questioned:

*Child Development Watch South...English speaking families throughout Delaware.*

**Answer:** The background paragraph for North just breaks the requirements of Family Service Coordination, PT, OT, ST into its own specific paragraphs. (p. 13). On pgs. 2-12, CDW South just breaks each position and provides details on separate pages. The operations of each position in both North and South are similar with some differences as to where clinics are held and how reports may be written.

CDW North: North serves between 850 – 1100 children depending on time of year. North and South do utilize Contractors differently, and Clinics are different. Contracts are currently in place for the services noted in this RFP.

**Question 59:** As a potential new vendor, we would not have this available until staff was hired.

Is this acceptable? We will provide job descriptions and credential requirements within our proposal. Also, experience criteria for the candidates seems narrow (ex. 1 year experience Birth to Three). Does this include any birth to three experience in other settings? Other state Part C programs?

Question Refers to:

Part One- Scope of Services for Child Development Watch South, Page 3

Text of Passage Questioned:

*Validated credential packages ...initiation of contract negotiations*

**Answer:** Yes; other birth to three experience in other settings is permissible.

CDW North: All contracted staff must meet the requirements cited in the Delaware Personnel Standards and Guidelines Matrix. Early Intervention experience is not limited to within Delaware's Part C program. Proposals should include documentation that selected vendors will be ready to deliver services on 7/1/16. There cannot be any service gaps.

**Question 60:** The "five working days" time frame of submitting the report is not consistent throughout the RFP. For example, page 8, 1st bullet - Assessment Services. Are these timelines in fact different or this an error?

Question Refers to:

Part One- Scope of Services for Child Development Watch South, Page 6

Paragraph: 3<sup>rd</sup> Bullet of Scope

Text of Passage Questioned:

*Complete a formal report...providing assessment to the client.*

**Answer:** This is an error; but to clarify, typically seven days would be the same as five business days.

CDW North: This question pertains to South.

**Question 61:** This paragraph is different for ECE than for SLP or PT. Is this intentional? If so, what is the intent? Or should these align across all positions? Also, our company's expectation for full-time is 40 hours per week. Is this acceptable or do we have to follow the 37.5 hour for our staff?

Question Refers to:

Scope of Services for Early Childhood Education Services, Page 7

Paragraph: 1<sup>st</sup> Bullet of Scope of Services

Text of Passage Questioned:

*Delivering early education assessments...and other community settings*

**Answer:** Yes; the intent is to provide clarification as to what qualifications CDW is looking for in an ECE. Some colleges provide associates degree in early childhood education and CDW is looking for a candidate with at least a Bachelor's degree. Yes, staff could work 40 hours per week.

CDW North: This question pertains to South.

**Question 62:** How many are currently providing services?

Question Refers to:

Scope of Services for Licensed Clinical Social Workers, Page 11

**Answer:** CDW South: one.

CDW North: This question pertains to South.

**Question 63:** How many providers (FTE) are currently providing consultative services? How many are expected to be needed for this contract?

Question Refers to:

Scope of Services Part Two for Child Development Watch North, Page 14

Paragraph 2

Text of Passage Questioned:

*Consultation services by...Motor, Adaptive, and Social/Emotional*

**Answer:** CDW North: Discipline-specific consultation is part of every contractor role for this RFP. The primary consultation will be provided by the 10 Family Service Coordinators (currently 2 SLP's, 1 RN III, and 7 ECSE's), however the contractors providing services for Chopin Clinic will also be asked for consultation as needed while they are delivery services for the contract.

**Question 64:** These sections seem to be closely related and potential overlap. Can these items be further defined/explained so that we include the appropriate information in the correct section?

Question Refers to:

Section III-Required Information, Page 22

**Paragraph: B. General Evaluation Requirements**

**Text of Passage Questioned:**

*1) Experience and Reputation, 2) Expertise, 3) Demonstrated ability*

**Answer:** CDW is looking for specifications for the contractors experience and reputation in providing quality early intervention services; what exactly is their area of expertise- how long have they been a contractor, what is the background of the agency and the president and staff members who may be filling the potential positions; how has the agency worked successfully as a contractor in the past and how effectively has contractor provider quality early intervention?

CDW North: We are seeking contractors with a proven track record with providing high quality Early Intervention Services. All contracted staff must meet the requirements cited in the Delaware Personnel Standards and Guidelines Matrix.

**Question 65:** Does this include Appendix H - Cost Spreadsheet? The instructions on pg 24 and 85 indicate to leave electronic pricing file separate, however, it is not clear how, or if, it should be organized within the paper document. It seems like the information for the organization of the RFP response is conflicting and would be helpful to be clarified.

Question Refers to:

Section III. Required Information, Page22

Paragraph: Minimum Requirements

**Text of Passage Questioned:**

*3) Complete all appropriate...within the RFP.*

**Answer:** A separate pricing file separated on a hardcopy response using a tab or on an electronic submission as a separate Excel file ON THE SAME CD as the technical proposal should be

sufficient. To clarify - asking to keep the files separate is not contradictory to completing all appropriate forms but rather provides instruction on how these forms should be submitted.

**Question 66:** On page 24, the direction is to submit the RFP to Kieran Mohammed which conflicts with the RFP Contact. Please confirm the appropriate person to address the proposal to.

Question Refers to:

Section IV: Professional Services, Page 23

Paragraph: 4.Designated RFP Contact

Text of Passage Questioned:

*Wendy M. Brown*

**Answer:** The RFP should be submitted to Kieran Mohammed.

**Question 67:** My Corporation would like to know if we are going for both if we need to do two separate RFPs?

**Answer:** If you are talking about our clinic and service coordination positions we would prefer one proposal for our clinic and one for service coordination as it would look cleaner that way. For example, think of your submission in a binder – if you are submitting for two parts, put your first part in a tab and separate them. We don't you want to have two separate proposals coming from your company. What you can do as well is make sure you differentiate that the proposal is for CDW North and CDW South. The tab should clearly state the proposals for CDW North or CDW South. A cover letter should clearly outline what is in the packet.

**Question 68:** What you are saying now, under the scope of practice that is permissible to apply for certain pieces of that practice for example either by discipline or area of what is being asked?

**Answer:** For CDW North, that is correct, you can apply for as much or as little as your agency wishes. That answer is same for CDW South.

**Question 69:** Just to piggyback on that I know you can answer it – for CDW South it appears to be a full position -- if you are applying for a position that incorporates all of those different pieces in parts? It does not appear to be splitting out, could there be a clarification?

**Answer:** For CDW South it is a full time position.

**Question 70:** Do you prefer the employee or the sub-contractors' name in there instead? Or you prefer someone who is lined up already to take up that position or trained?

**Answer:** I know what from a program level, I would personally prefer but I cannot answer that, you would have to put in your proposal, basically telling us what decision you made on that and how it is going to be. Here is why I am saying that I have had people in other RFP that are property related so they went ahead before award time and signed agreement with landlord for leases and they end up not getting the award. As a result they end up in bind. So the same thing could happen if you have a relationship with sub-contractors, if you go ahead and prematurely create some relationship before getting the award. But you could work that in your strategy, suggest it and tell us why you suggest it.

Just to piggyback upon that based upon our knowledge CDW South does allow subcontractors, CDW North does not allow subcontractors. Just to clarify that.

**Question 71:** Does subcontractors ever refer as a group?

**Answer:** We do not use subcontractors in CDW North. For CDW South - no.

**Question 72:** Through Nemours we have provided Child Psychology services to CDW North for the last thirteen years with no RFP – what are the terms needed for RFP and what's new if we were a successful bidder if that's only one year and then we are right back at this again next year?

**Answer:** It depends on the terms of this RFP I am not sure/ I don't recall what the terms are.

However to answer the other question State determines law, we are bound to State law. An RFP must be issued for any procurement over the threshold dollar amount, which is \$50,000.00. So anyone cutting money for the state over \$50,000.00 – unless you have a waiver saying you don't need an RFP or IF there is a critical need that we have unforeseen, we give a waiver to those agreement then we need a RFP.

Going forward this RFP process should be standard for deciding contracts such as this amount. The reason why it is for one year at a time that is how the state budget is.

**Question 73:** Does this replace all the current evaluation contracts in the CDW North?

**Answer:** Yes it replaces all our contracts that are identified in the RFP.

**Question 74:** Chopin developmental assessment contract - will the contract be good until July or August?

**Answer:** The current contract term for the Chopin contract ends 6/30/16.

**Question 75:** Based upon what Colleen and Pam said, let's just say that they both have two years extension amendments available on their contracts we will be in our right to carry those through for the full five year terms?

**Answer:** All future contracts for these services will be established through this RFP process.

**Question 76:** So is there any way to continue through the amendments that left on the original RFP from two years ago?

**Answer:** If it is the best interest of the State to continue an existing contract consideration may be given however, the intent of this RFP is to establish all contracts for these services moving forward. Once current terms are exhausted it is intended that all future contracts for these services derive from this RFP.

**Question 77:** Are all the positions listed in the RFP for both CDW North and CDW South currently contracted to somebody?

**Answer:** Yes, they are. Speaking for CDW North – 10 FSC, 7 Early Childhood Special Educators, 1 Speech Therapist and 1 RN III, they are currently contracted to a Provider agency. Our Chopin Clinic, as Pam stated, they have been providing the service for a number of years, that is fully staffed. So this will be replacing the services that are currently in place.

CDW South- Yes, they are presently contracted to someone else.

**Question 78:** Will we be able to obtain copies of each person currently contracted for the RFP process?

**Answer:** FOIA requests may be made through procurement process.

**Question 79:** Separately from the RFP process?

**Answer:** In an email you would say "I would like to request information on all existing contracts"

**Question 80:** As long as we reference all of the position in this RFP?

**Answer:** Yes

**Question 81:** So does that release every bit of that contract, including rates?

**Answer:** We will redact, what is legal and lawful. Let me explain - we currently have an RFP in place and you are vendor and you want to see what the going rate is now for that service. You would put together a bid. I don't think we are going to disallow to redact you from seeing the rates. Let's say for example, Christiana Care submits a bid and they are the current Provider – and in their proposal when they submitted it four years ago they said that this is confidential information we do not want to share – this is our confidential CD. That we need to take the DAG and say “hey, they put cost proposal on a confidential CD can we release it?” The DAG might say yes or DAG might say no. I don't know legality of the law as it applies so we will need to get someone to give us advice.

**Question 82:** So you are saying that you can release information before we submit our bid

**Answer:** Yes, you can send a prior request to the office, you can send to my email. I will set up the processing for you, when you get though its different question.

**Question 83:** Attachment 5 says, “for business purposes the State does not take .....” I am wondering if I am not supposed to fill this out. But do I not fill out business reference list.

**Answer:** That is a separate list. The business reference is your reference list. It is with compliance to put CDW North or CDW South and step it up for the formal for the program especially if it is for Director of Program or something. The evaluation team will review your proposal and then make a recommendation, to that Director. So, when they take out your packet and they see my boss is on here as a reference – 50, or 49—that is how they score you wiithout even reviewing the proposal. It will hurt you if you do something like that.

**Question 84:** So I need not to put this then because all of my references are from the State of Delaware.

**Answer:** If they are not directly related to the program.

**Question 85:** Are they all related to the program?

**Answer:** You can put a letter and list with your references, but state that you do not want them to officially apply because that can create a conflict of interest.

**Question 86:** Can Helenann or Kathleen speak to whether or not the proposed services are exactly what they are looking for, because they have had contact with me thirteen years.

**Answer:** They can do that individually but according to the RFP, the evaluation. Let me explain the evaluation process in this RFP has specific criteria. Even though, we have long standing relationship we should be looking at the RFP submission as if we have never seen it before --

against the content of RFP, against what it is supposed to be graded upon here. Moving forward not going backward.

**Question 87:** Would it be appropriate for Pam or Colleen or anyone of our people who we know because they work with us now to list, for example, a former Clinic Manager as a reference who is now retired from state service?

**Answer:** As long as they are not current state employee, yes they can do that. Refer to pg. 33. It is very clear on how the evaluation team may check references.

**Question 88:** A two-program question – does this have any impact on direct service provisions through Evergreen Contract?

**Answer:** No. And for those who don't know what Pam is referring to, we have through our Birth to 3 Early Intervention Office under the Division Management Services, vendors who provide direct early invention services to the children enrolled in our program for SLP, OT, PT, and Early Childhood Special Education services, and that's not what this RFP is for. This is strictly an RFP under Public Health. The evergreen contracts - those are DMS contracts. The evergreens are not impacted by this RFP.

**Question 89:** If multiple providers are selected for services, how would the scope of practice be divided?

**Answer:** That I don't think we can answer until we see what proposals are submitted.

**Question 90:** Is the program currently happy with all the contractors that are currently providing services?

**Answer:** Yes we are happy with the providers doing these services now, we did not initiate this RFP.

**Question 91:** Are all the positions filled?

**Answer:** Yes, well we have one of our contractors has one discipline that is vacant, and they are working on filling it.

**Question 92:** Are all the current positions listed in this RFP for CDW South contracted already?

**Answer:** Yes they are.

**Question 93:** Is CDW South, fundamentally happy, satisfied with services they are getting from current contractors?

**Answer:** Yes we are.

**Question 94:** Are there any new positions for either CDW North or CDW South listed in this RFP?

**Answer:** Our volume is a challenge and we would wish for more contractors and more money to pay more contractors. But, no new positions.

**Question 95:** Evaluation process – you talked about the criteria and points in the rated scale - is this done by office?

**Answer:** It is done by the evaluation team from CDW.

**Question 96:** It is not done like for example agency A and agency B and then they bid.

**Answer:** Not that we are aware of, we will know who the bidders are.

**Question 97:** Can a vendor propose/submit a service for split roles?

**Answer:** There will be positions that can do more than one role. Let us say for instance clinic is backed up we are going to have use our contracted ESSE possibly doing the Bayleys - that is a dual role. You can propose anything you want.

**Question 98:** I have a clarification question about that dual role if someone was to apply for whatever discipline to have the dual role similar to what they are doing with ECSE, SLP - is the bid in terms of a number of hours the provider can spare these staff or how would be the appropriate way to bid that because you cannot be an entire person if they have other responsibilities.

**Answer:** If you are looking at it as service coordination which may include assessment, that is a 37.5 hrs. per week role. Not all of the ECSE's who are Family Service Coordinator contractor are doing evaluations. But it depends on their skill set and background as to whether we can use them in this capacity. We have to have our needs met in order to be in compliance with the federal requirements. Family Service Coordinator contractors have to work 37.5 hours and this is not negotiable.

**Question 99:** What about the consultative services and some of the interim services as they were listed? How would they come out? What are the expectations for that?

**Answer:** We are sometimes in a position where there are not sufficient available resources in the community to do the Birth to 3 Early Intervention treatment component, and that can mean that we may rely on some of our Family Service Coordinators who are specialty disciplines (SLP, ECSE) to provide interim services as part of their FSC role. In this case, we might have the two speech therapists under contract doing interim speech therapy because it was needed on a short-term basis. We could not find it in the community due to our volume. Because of our state positions, all merit employees, like Helenann who is a Senior Child Developmental Specialist, her role is comparable to a contracted ECSE, but cannot have her doing therapy sessions. So, consultation would be discipline specific expertise based on a contractor education and

experience, and is part of the FSC role. We also sometimes utilize the Christiana team on a Chopin Clinic day to give us discipline specific consultation that we don't have in house.

**Question 100:** Can we get the attachments and/or the RFP in Word format?

**Answer:** No, you cannot get the RFP in Word, some of the attachments are older documents and only available as a PDF due to the age of the documents.

**Question 101:** Does the whole package come in Word?

**Answer:** No, it is not available in Word.

**Question 102:** There was recently an RFP release (for contractors) that included some of these positions. Can you give us some insight why this separate RFP was then issued and whether the positions that was in that prior RFP can be filled?

**Answer:** The scope of services is comprehensive so when you sign a contract under that RFP – it was not fulfilled -- the entity of the scope of services is what is actually required. The RFP was for Professional Healthcare services; however, Early Invention is not healthcare. Early Intervention operates under the Individual with Disabilities Education Improvement Act, which is an Education law.

**Question 103:** Do you want the proposal in a PDF or Word format?

**Answer:** It is preferable, if we get it in Word and PDF, in case for some reason we cannot read one or the other.