



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: November 12, 2015

HSS-15-046

Emergency Response Systems (ERS)

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: December 16, 2015

By 11:00PM Local Time

ADDENDUM # 2 – Revised ERS Service Specifications


PLEASE NOTE:

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

Kieran Mohammed
Procurement Administrator

Franklin Jones
Division Contact

Emergency Response Systems (ERS) – HSS-15-046 Revised Service Specifications

	<p align="center">DELAWARE HEALTH AND SOCIAL SERVICES</p> <p align="center">Division of Services for Aging and Adults with Physical Disabilities</p>	<p align="center">Emergency Response Systems Service Specifications</p>
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Revision Table

Revision Date	Sections Revised	Description
5/12/2015		Revision for 2016 RFP
11/4/2015	1.2	Deleted: <i>It is only operable within a limited range of the base unit.</i>
11/4/2015	1.2	Deleted: <i>in conjunction with a landline telephone or a cellular unit.</i>
11/4/2015	1.3	Deleted: <i>have landline service (definition of landline service would include; POTS-Plain Old Telephone Service, Cable, or VoIP-Voice over Internet Protocol) or mobile phone for wireless service and</i>
11/4/2015	6.5	<p>Added: <i>The provider must perform a Delaware Sex Offender Central Registry background check on all ERS system installers/employees who will come into contact with ERS service participants, using the following online registry:</i></p> <p>https://desexoffender.dsp.delaware.gov/SexOffenderPublic/</p> <p><i>Individuals that are listed in the registry shall be prevented from direct contact of the program participant. Records of this check must be provided to DSAAPD upon request.</i></p>

1.0 SERVICE DEFINITION

- 1.1 An Emergency Response System (ERS) is an electronic device, which enables a high-risk participant to secure immediate help in the event of a physical, emotional, or environmental emergency.
- 1.2 The ERS system must signal the response center when the help button is activated or when the participant has failed to contact the response center at a specified interval. Once the button is activated, a signal is received by a response center, which is operated by trained staff that is responsible for ensuring a response is provided to meet the emergency.
- 1.3 Participants must agree to have an ERS installed service prior to authorization of the ERS.

2.0 SERVICE GOAL

- 2.1 To promote safety in the home by eliminating the need to have extensive in-home supervision and by alerting the service provider in the event of an emergency.
- 2.2 To forestall or prevent institutionalization.

3.0 SERVICE UNIT

- 3.1 There are three (3) units of service:
 - 3.1.1 A monthly equipment rental and monitoring cost.
 - 3.1.2 An extra pendant (for spouse or replacement)
 - 3.1.3 A monthly wireless equipment rental and monitoring cost

4.0 SERVICE AREA

- 4.1 Providers must offer statewide service area.

5.0 ELIGIBILITY

- 5.1 The Emergency Response System (ERS) service is for participants who are at risk because of one or more safety-related factors including, but not limited to:
 - 5.1.1 Unsteady gait
 - 5.1.2 Risk of falling
 - 5.1.3 Bed bound
 - 5.1.4 Limited communication ability
 - 5.1.5 Other frailty defined by DSAAPD **AND**
- 5.2 One living arrangement risk factor such as:
 - 5.2.1 Living alone
 - 5.2.2 Alone for significant portions of the day
 - 5.2.3 Primary caregiver has limited ability to attend to consumer's needs.
- 5.3 Participants must be 18 years of age or older.

6.0 SERVICE STANDARDS

- 6.1 The provider must comply with all applicable Federal, State, and local rules and laws applying to the provision of the service.
- 6.2 The provider must maintain the participant's right of privacy and confidentiality.
- 6.3 Participants are referred to the service provider by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) Case Manager. The provider must contact the recipient within five (5) working days of the referral.
- 6.4 The provider must install the equipment within a maximum of ten (10) working days of the referral unless otherwise directed by the DSAAPD Case Manager
- 6.5 The provider must perform a Delaware Sex Offender Central Registry background check on all ERS system installers/employees who will come into contact with ERS

service participants, using the following online registry:

<https://desexoffender.dsp.delaware.gov/SexOffenderPublic/>

Individuals that are listed in the registry shall be prevented from direct contact of the program participant. Records of this check must be provided to DSAAPD upon request.

- 6.6 The provider must educate the participant on the operation of the system.
- 6.7 If the provider does not install equipment to begin services within ten (10) working days, the provider must notify the DSAAPD Case Manager regarding the reason for the delay.
- 6.8 The provider must instruct participants of the need to test equipment at the required frequency of testing and the reporting of maintenance problems.
- 6.9 The provider must respond to reports of equipment problems/maintenance requests within forty-eight (48) hours.
- 6.10 The provider must maintain and update the list of emergency contacts as needed.
- 6.11 The provider must provide DSAAPD with a monthly report of ERS activity on request.
- 6.12 The participant is responsible for the proper handling of the emergency response equipment. The provider may bill the participant for lost or damaged equipment
- 6.13 The provider must notify the DSAAPD Case Manager within two (2) working days when it becomes aware that any of the following occurred:
 - 6.11.1 Participant's ERS system is activated.
 - 6.11.2 Participant is hospitalized or institutionalized.
 - 6.11.3 Participant changes addresses.
 - 6.11.5 Participant expires
 - 6.11.6 Participant wants the service withdrawn.
- 6.14 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the participant's case files.
- 6.15 The provider must complete the information at the bottom of the purchase service request form (SRF) stating the date of service acceptance, date of installation, or decline service
- 6.16 The provider must return all completed purchase service referral form to DSAAPD Case Manager and Contract Manager within ten (10) days.
- 6.17 The provider must comply with DSAAPD quality assurance initiatives related to this program.
- 6.18 The provider must cooperate with DSAAPD to resolve problems which threaten participant service.
- 6.19 The provider must notify DSAAPD and participant in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 6.20 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more participants at a given time.

7.0 INVOICING REQUIREMENTS

- 7.1 Providers will invoice using the DSAAPD Invoicing Workbook (IW) IW-007, pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q, and Invoicing.