

**REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES  
PERSONAL ATTENDANT/SUPPORT FOR PARTICIPANT DIRECTION SERVICES  
ISSUED BY DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES  
REQUEST FOR PROPOSAL NUMBER HSS-15-051**

**I. Overview**

The State of Delaware Department of Health & Social Services, Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) seeks professional services to provide Personal Attendant/Support for Participant Direction Services. This request for proposals ("RFP") is issued pursuant to 29 *Del. C.* §§ [6981 and 6982](#).

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date: November 2, 2015
Deadline for Questions	Date: November 17, 2015
Pre-Bid Meeting	Date: December 2, 2015
Response to Questions Posted by:	Date: December 16, 2015
Deadline for Receipt of Proposals	Date: January 19, 2016 at 11:00 AM (Local Time)
Estimated Notification of Award	Date: February 24, 2016

Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm's interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 3). Furthermore, the transmittal letter must attest to the fact that no activity related to this proposal contract will take place outside of the United States. The State of Delaware reserves the right to deny any and all exceptions taken to the RFP requirements.

**PRE-BID MEETING**

A pre-bid meeting will be held on **Wednesday, December 2, 2015 at 10:30AM** at the **Main Administration Building, Room 198; 1901 N. DuPont Hwy. New Castle, DE. 19720.**

While attendance is not mandatory, entities who wish to bid on this proposal are strongly encouraged to take advantage of this opportunity for face to face discussion with state personnel responsible for managing the contract(s) resulting from this solicitation.

To better ensure the meeting space will accommodate those desiring to attend, it is requested that bidders limit representation to 2 individuals. Bidders should RSVP by calling (302) 255-9290.

**II. Scope of Services – Personal Attendant/Support for Participant Direction Services**

The Personal Attendant Services Service Requirements and Support for Participant Direction Service Specifications can be found under Appendices B-1 and B-2, respectively.

**III. Required Information**

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**A. Minimum Requirements**

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.

Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

2. Vendor shall provide responses to the Request for Proposal (RFP) scope of services (Section II) and clearly identify capabilities as presented in the General Evaluation Requirements below.
3. Complete all appropriate attachments and forms as identified within the RFP.
4. Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section D, Item 7, subsection F.
5. Provide response to Employing Delawareans Report (Attachment 9)

**IV. Professional Services RFP Administrative Information**

**A. RFP Issuance**

**1. Public Notice**

Public notice has been provided in accordance with 29 *Del. C.* [§6981](#).

**2. Obtaining Copies of the RFP**

This RFP is available in electronic form through the State of Delaware Procurement website at [www.bids.delaware.gov](http://www.bids.delaware.gov). Paper copies of this RFP will not be available.

**3. Assistance to Vendors with a Disability**

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

**4. RFP Designated Contact**

All requests, questions, or other communications about this RFP shall be delivered via electronic mail (e-mail) correspondence to the State of Delaware. Address all communications to the contact person listed below. Communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

Maria Harmer

[maria.harmer@state.de.us](mailto:maria.harmer@state.de.us)

**5. Consultants and Legal Counsel**

The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact the State's consultant or legal counsel on any matter related to the RFP.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**6. Contact with State Employees**

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

**7. Organizations Ineligible to Bid**

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

**8. Exclusions**

The Proposal Evaluation Team reserves the right to refuse to consider any proposal from a vendor who:

- a. Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of the contract or subcontract;
- b. Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State contractor;
- c. Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes;
- d. Has violated contract provisions such as:
  - 1) Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
  - 2) Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
- e. Has violated ethical standards set out in law or regulation; and
- f. Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a State contractor, including suspension or debarment by another governmental entity for a cause listed in the regulations.

**B. RFP Submissions**

**1. Acknowledgement of Understanding of Terms**

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

**2. Proposals**

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with two (2) hard copies and two (2) electronic copies on CD or DVD media disk.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than **11:00 AM (Local Time) on January 19, 2016**. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

KIERAN MOHAMMED  
DELAWARE HEALTH AND SOCIAL SERVICES PROCUREMENT BRANCH  
MAIN ADMIN BLDG, SULLIVAN STREET  
2<sup>ND</sup> FLOOR – ROOM 257  
1901 NORTH DUPONT HIGHWAY  
HERMAN M. HOLLOWAY SR. HEALTH AND SOCIAL SERVICES CAMPUS  
NEW CASTLE, DELAWARE 19720  
PHONE: (302) 255-9291  
Email: Kieran.mohammed@state.de.us

**Vendors are directed to clearly print “BID ENCLOSED” and “RFP NO. HSS-15-051” on the outside of the bid submission package.**

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than **11:00 AM (Local Time) on January 19, 2016**. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

**3. Proposal Modifications**

Any changes, amendments or modifications to a proposal must be submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

**4. Proposal Costs and Expenses**

The State of Delaware will not pay any costs incurred by any Vendor associated with any aspect of responding to this solicitation, including proposal preparation, printing or delivery, attendance at vendor's conference, system demonstrations or negotiation process.

**5. Proposal Expiration Date**

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through June 30, 2017. The State of Delaware reserves the right to ask for an extension of time if needed.

**6. Late Proposals**

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**7. Proposal Opening**

The State of Delaware will receive proposals until the date and time shown in this RFP. Proposals will be opened only in the presence of the State of Delaware personnel. Any unopened proposals will be returned to the submitting Vendor.

There will be no public opening of proposals but a public log will be kept of the names of all vendor organizations that submitted proposals.

**8. Non-Conforming Proposals**

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

**9. Concise Proposals**

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

**10. Realistic Proposals**

It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of inflation and any economic or other factors that are reasonably predictable.

The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

**11. Confidentiality of Documents**

Subject to applicable law or the order of a court of competent jurisdiction to the contrary, all documents submitted as part of the vendor's proposal will be treated as confidential during the evaluation process. As such, vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract unless such disclosure is required by law or by order of a court of competent jurisdiction.

The State of Delaware and its constituent agencies are required to comply with the State of Delaware Freedom of Information Act, [29 Del. C. § 10001, et seq. \("FOIA"\)](#). FOIA requires that the State of Delaware's records are public records (unless otherwise declared by FOIA or other law to be exempt from disclosure) and are subject to inspection and copying by any person upon a written request. Once a proposal is received by the State of Delaware and a decision on contract award is made, the content of selected and non-selected vendor proposals will likely become subject to FOIA's public disclosure obligations.

The State of Delaware wishes to create a business-friendly environment and procurement process. As such, the State respects the vendor community's desire to protect its intellectual property, trade secrets, and confidential business information (collectively referred to herein as "confidential business information"). Proposals must contain sufficient information to be evaluated. If a vendor feels that they cannot submit their proposal without including

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

confidential business information, they must adhere to the following procedure or their proposal may be deemed unresponsive, may not be recommended for selection, and any applicable protection for the vendor's confidential business information may be lost.

In order to allow the State to assess its ability to protect a vendor's confidential business information, vendors will be permitted to designate appropriate portions of their proposal as confidential business information.

Vendor(s) may submit portions of a proposal considered to be confidential business information in a separate, sealed envelope labeled "Confidential Business Information" and include the specific RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002, and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed. A vendor's allegation as to its confidential business information shall not be binding on the State. The State shall independently determine the validity of any vendor designation as set forth in this section. Any vendor submitting a proposal or using the procedures discussed herein expressly accepts the State's absolute right and duty to independently assess the legal and factual validity of any information designated as confidential business information. Accordingly, Vendor(s) assume the risk that confidential business information included within a proposal may enter the public domain.

## **12. Multi-Vendor Solutions (Joint Ventures)**

Multi-vendor solutions (joint ventures) will be allowed only if one of the venture partners is designated as the "**prime contractor**". The "**prime contractor**" must be the joint venture's contact point for the State of Delaware and be responsible for the joint venture's performance under the contract, including all project management, legal and financial responsibility for the implementation of all vendor systems. If a joint venture is proposed, a copy of the joint venture agreement clearly describing the responsibilities of the partners must be submitted with the proposal. Services specified in the proposal shall not be subcontracted without prior written approval by the State of Delaware, and approval of a request to subcontract shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. Further, vendor shall be and remain liable for all damages to the State of Delaware caused by negligent performance or non-performance of work by its subcontractor or its sub-subcontractor.

Multi-vendor proposals must be a consolidated response with all cost included in the cost summary. Where necessary, RFP response pages are to be duplicated for each vendor.

### **a. Primary Vendor**

The State of Delaware expects to negotiate and contract with only one "prime vendor". The State of Delaware will not accept any proposals that reflect an equal teaming arrangement or from vendors who are co-bidding on this RFP. The prime vendor will be responsible for the management of all subcontractors.

Any contract that may result from this RFP shall specify that the prime vendor is solely responsible for fulfillment of any contract with the State as a result of this procurement. The State will make contract payments only to the awarded vendor. Payments to any-subcontractors are the sole responsibility of the prime vendor (awarded vendor).

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

Nothing in this section shall prohibit the State of Delaware from the full exercise of its options under Section IV.B.16 regarding multiple source contracting.

**b. Sub-contracting**

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. **The prime vendor shall be wholly responsible for the entire contract performance whether or not subcontractors are used.** Any subcontractors must be approved by State of Delaware.

**c. Multiple Proposals**

A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals.

**13. Sub-Contracting**

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Any sub-contractors must be approved by State of Delaware.

**14. Discrepancies and Omissions**

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, at least ten (10) calendar days prior to the time set for opening of the proposals.

**a. RFP Question and Answer Process**

The State of Delaware will allow written requests for clarification of the RFP. All questions will be consolidated into a single set of responses and posted on the State's website at [www.bids.delaware.gov](http://www.bids.delaware.gov) by the date of **December 16, 2015**. Vendor names will be removed from questions in the responses released. Questions should be submitted to the following e-mail address(s) [maria.harmer@state.de.us](mailto:maria.harmer@state.de.us) and [franklin.jones@state.de.us](mailto:franklin.jones@state.de.us) using the following format. Deviations from this format will not be accepted.

Section number / Paragraph number / Page number / Text of passage being questioned

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**15. State's Right to Reject Proposals**

The State of Delaware reserves the right to accept or reject any or all proposals or any part of any proposal, to waive defects, technicalities or any specifications (whether they be in the State of Delaware's specifications or vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as the State of Delaware may deem necessary in the best interest of the State of Delaware.

**16. State's Right to Cancel Solicitation**

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

**17. State's Right to Award Multiple Source Contracting**

Pursuant to 29 *Del. C.* [§ 6986](#), the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

**18. Notification of Withdrawal of Proposal**

Vendor may modify or withdraw its proposal by written request, provided that both proposal and request is received by the State of Delaware prior to the proposal due date. Proposals may be re-submitted in accordance with the proposal due date in order to be considered further.

Proposals become the property of the State of Delaware at the proposal submission deadline. All proposals received are considered firm offers at that time.

**19. Revisions to the RFP**

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at [www.bids.delaware.gov](http://www.bids.delaware.gov). The State of Delaware is not bound by any statement related to this RFP made by any State of Delaware employee, contractor or its agents.

**20. Exceptions to the RFP**

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3. Acceptance of exceptions is within the sole discretion of the evaluation committee.

**21. Award of Contract**

The final award of a contract is subject to approval by the State of Delaware. The State of Delaware has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.



STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

Notice in writing to a vendor of the acceptance of its proposal by the State of Delaware and the subsequent full execution of a written contract will constitute a contract, and no vendor will acquire any legal or equitable rights or privileges until the occurrence of both such events.

**a. RFP Award Notifications**

After reviews of the evaluation committee report and its recommendation, and once the contract terms and conditions have been finalized, the State of Delaware will award the contract.

The contract shall be awarded to the vendor whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

It should be explicitly noted that the State of Delaware is not obligated to award the contract to the vendor who submits the lowest bid or the vendor who receives the highest total point score, rather the contract will be awarded to the vendor whose proposal is the most advantageous to the State of Delaware. The award is subject to the appropriate State of Delaware approvals.

After a final selection is made, the winning vendor will be invited to negotiate a contract with the State of Delaware; remaining vendors will be notified in writing of their selection status.

**22. Cooperatives**

Vendors, who have been awarded similar contracts through a competitive bidding process with a cooperative, are welcome to submit the cooperative pricing for this solicitation.

**C. RFP Evaluation Process**

An evaluation team composed of representatives of the State of Delaware will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

The State of Delaware reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a timely manner any and all information that the State of Delaware may deem necessary to make a decision.

**1. Proposal Evaluation Team**

The Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The Team shall determine which vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 *Del. C.* §§ [6981](#) and [6982](#). The Team may negotiate with one or more vendors during the same period and may, at its discretion, terminate negotiations with any or all vendors. The Team shall make a recommendation regarding the award to the Division of Services for Aging & Adults with Physical Disabilities Director, who shall have final authority, subject to the provisions of this RFP and 29 *Del. C.* § [6982](#), to award a contract to the successful vendor in the best interests of the State of Delaware.

**2. Proposal Selection Criteria**

The Proposal Evaluation Team shall assign up to the maximum number of points for each Evaluation Item to each of the proposing vendor's proposals. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

The proposals shall contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the State of Delaware to be essential for use by the Team in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Evaluation Team's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Team.

The Team reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 *Del. C.* [§6986](#).

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Evaluation Team to evaluate proposals:

Criteria	Points
Corporate Qualifications	15
Work Plan	50
Program Staffing	25
Budget Proposal	10
<b>Total</b>	<b>100</b>

**Corporate Qualifications**

Describe the organization's expertise in area of the proposed project, and experience in operating any similar projects. A summary of similar current and completed projects should be included. Also supply three (3) references of people who will receive no financial gain or are not members of the board. Give a contact person, name of organization and telephone number.

**Work Plan**

This section must explain your approach for operating a program, which meets the Personal Attendants Services Service Requirements (Appendix B-1) and Support for Participant Direction Service Specification requirements (Appendix B-2). At a minimum, the Work Plan description must provide information, which describes how you will meet the criteria listed in the Personal Attendant Services Service Requirements (Appendix B-1) and Support for Participant Direction Service Specifications (Appendix B-2) for each of the following areas:

1. Service Goal
2. Service Area (geographical)
3. Service Location
4. Time frames to accomplish Work Plan

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

5. Describe how you plan to meet the Service Description (Section 6.0, Appendix B-2) duties listed in the program's service specifications.
6. Describe how you plan to meet the Service Standards (Section 6.0, Appendix B-1 and Section 7.0 Appendix B-2) listed in the program's service specifications and service requirements.
7. Describe agency's internal program evaluation and monitoring process.

Proposals will be evaluated by the soundness of the bidder's proposed approach to operating the program. Emphasis will be given to the comprehensiveness of the bidder's understanding of the tasks to be completed and the methodologies to be used.

**Program Staffing**

For this section, the following areas must be addressed:

- Identify the staff involved in the project, including identification of the bidder's project manager. The specific individuals who will work on this project must be identified, along with the nature and extent of their involvement.
- Summarize their qualifications related to specific requirements of this project.
- Resumes of professional staff must be included. Please redact private identifiers such as home addresses, home phones, and social security numbers.
- Job descriptions for all project staff must be included. Descriptions must include the hours the staff person works each week and the number of hours assigned to this program each week.
- A Program Organizational Chart must be included. If you operate more than one program, also include an Agency Organizational Chart showing the line of authority.

The specific individuals who will work on this project must be identified, along with the nature and extent of their involvement. The qualifications of these individuals shall be presented (in resumes or other formats). If conducting this project will require hiring of one or more individuals who are not currently employed by the bidding organization, applications shall provide detailed job descriptions, including required qualifications and experience.

If subcontractors are to be used, the proposal shall also contain similar information regarding each subcontractor.

**Budget Workbook/Proposal**

Complete the required budget workbook (Appendix D) according to the instruction provided in (Appendix C). The Budget Worksheet Supplement pages are intended to more fully explain items and costs associated with the budget you will complete for this project proposal. Every effort should be made to supply a clear, concise, and accurate budget. Some of the general topics that should be addressed include, but are not limited to:

- Justification should be given for budgeted items based on projections and/or assumptions. Briefly describe the basis for the cost calculations and any rationale that serves to support the process used.
- Explain the method of allocation for specific costs prorated to the program based on the agency's total budget.
- It is important that the bidder provide any information that may help reviewers understand items in the budget.
- The contract shall be awarded to the bidder whose proposal is deemed to be the most advantageous to the State, considering the criteria set forth in the Request for Proposal.

**NOTE: The Budget must be submitted in the original EXCEL format.**

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

Vendors are encouraged to review the evaluation criteria and to provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a vendor's capabilities so the responding vendor should be detailed in their proposal responses.

**3. Proposal Clarification**

The Evaluation Team may contact any vendor in order to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Proposals may not be modified as a result of any such clarification request.

**4. References**

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

**5. Oral Presentations**

After initial scoring and a determination that vendor(s) are qualified to perform the required services, selected vendors may be invited to make oral presentations to the Evaluation Team. All vendor(s) selected will be given an opportunity to present to the Evaluation Team.

The selected vendors will have their presentations scored or ranked based on their ability to successfully meet the needs of the contract requirements, successfully demonstrate their product and/or service, and respond to questions about the solution capabilities.

The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.  
All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

**D. Contract Terms and Conditions**

**1. Contract Use by Other Agencies**

**REF: Title 29, Chapter [6904\(e\)](#) Delaware Code.** If no state contract exists for a certain good or service, covered agencies may procure that certain good or service under another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

**2. Cooperative Use of Award**

As a publicly competed contract awarded in compliance with 29 DE Code Chapter 69, this contract is available for use by other states and/or governmental entities through a participating addendum. Interested parties should contact the State Contract Procurement Officer identified in the contract for instruction. Final approval for permitting participation in this contract resides with the Director of Government Support Services and in no way places any obligation upon the awarded vendor(s).

**3. General Information**

- a. The term of the contract between the successful bidder and the State shall be for one (1) year with four (4) optional extensions for a period of one (1) year for each extension.
- b. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate standard State

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.

- c. The selected vendor or vendors will be expected to enter negotiations with the State of Delaware, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response to this RFP will be incorporated as part of any formal contract.
- d. The State of Delaware's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.
- e. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after award of the contract. No vendor is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
- f. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.

**4. Collusion or Fraud**

Any evidence of agreement or collusion among vendor(s) and prospective vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such vendor(s) void.

By responding, the vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the State of Delaware participated directly or indirectly in the vendor's proposal preparation.

Advance knowledge of information which gives any particular vendor advantages over any other interested vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

**5. Lobbying and Gratuities**

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence a State of Delaware employee or agent of the State of Delaware concerning this RFP or the award of a contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

The selected vendor will warrant that no person or selling agency has been employed or retained to solicit or secure a contract resulting from this RFP upon agreement or understanding for a commission, or a percentage, brokerage or contingent fee. For breach or

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

violation of this warranty, the State of Delaware shall have the right to annul any contract resulting from this RFP without liability or at its discretion deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

All contact with State of Delaware employees, contractors or agents of the State of Delaware concerning this RFP shall be conducted in strict accordance with the manner, forum and conditions set forth in this RFP.

**6. Solicitation of State Employees**

Until contract award, vendors shall not, directly or indirectly, solicit any employee of the State of Delaware to leave the State of Delaware's employ in order to accept employment with the vendor, its affiliates, actual or prospective contractors, or any person acting in concert with vendor, without prior written approval of the State of Delaware's contracting officer. Solicitation of State of Delaware employees by a vendor may result in rejection of the vendor's proposal.

This paragraph does not prevent the employment by a vendor of a State of Delaware employee who has initiated contact with the vendor. However, State of Delaware employees may be legally prohibited from accepting employment with the contractor or subcontractor under certain circumstances. Vendors may not knowingly employ a person who cannot legally accept employment under state or federal law. If a vendor discovers that they have done so, they must terminate that employment immediately.

**7. General Contract Terms**

**a. Independent Contractors**

The parties to the contract shall be independent contractors to one another, and nothing herein shall be deemed to cause this agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware may provide working space and sufficient supplies and material to augment the Contractor's services.

**b. Temporary Personnel are Not State Employees Unless and Until They are Hired**

Vendor agrees that any individual or group of temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation shall remain the employee(s) of Vendor for all purposes including any required compliance with the Affordable Care Act by the Vendor. Vendor agrees that it shall not allege, argue, or take any position that individual temporary staff person(s) provided to the State pursuant to this Solicitation must be provided any benefits, including any healthcare benefits by the State of Delaware and Vendor agrees to assume the total and complete responsibility for the provision of any healthcare benefits required by the Affordable Care Act to aforesaid individual temporary staff person(s). In the event that the Internal Revenue Service, or any other third party governmental entity determines that the State of Delaware is a dual employer or the sole employer of any individual temporary staff person(s) provided to the State of Delaware

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

pursuant to this Solicitation, Vendor agrees to hold harmless, indemnify, and defend the State to the maximum extent of any liability to the State arising out of such determinations.

Notwithstanding the content of the preceding paragraph, should the State of Delaware subsequently directly hire any individual temporary staff employee(s) provided pursuant to this Solicitation, the aforementioned obligations to hold harmless, indemnify, and defend the State of Delaware shall cease and terminate for the period following the date of hire. Nothing herein shall be deemed to terminate the Vendor's obligation to hold harmless, indemnify, and defend the State of Delaware for any liability that arises out of compliance with the ACA prior to the date of hire by the State of Delaware. Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a three (3) month period and is provided thirty (30) days written notice of intent to hire from the agency. Notice can be issued at second month if it is the State's intention to hire.

**c. Licenses and Permits**

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 *Del. C.* § [2502](#).

Prior to receiving an award, the successful vendor shall either furnish the State of Delaware with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200—Public Service, (302) 577-8205—Licensing Department.

Information regarding the award of the contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject vendor to applicable fines and/or interest penalties.

**d. Notice**

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

Maria Harmer

Division of Services for Aging & Adults with Physical Disabilities

Main Building Annex

1901 N. DuPont Hwy.

[maria.harmer@state.de.us](mailto:maria.harmer@state.de.us)

**e. Indemnification**

**1. General Indemnification**

By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's, its agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, whole or part, to the State, its employees or agents.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**2. Proprietary Rights Indemnification**

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the State of Delaware to continue using the Product(s);
- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

**f. Insurance**

1. Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.
2. The vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the State of Delaware.
3. During the term of this contract, the vendor shall, at its own expense, also carry insurance minimum limits as follows:

a.	Commercial General Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate
----	------------------------------	---

And at least one of the following, as outlined below:

b.	Medical or Professional Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate
c.	Misc. Errors and Omissions	\$1,000,000 per occurrence / \$3,000,000 aggregate
d.	Product Liability	\$1,000,000 per occurrence / \$3,000,000 aggregate



STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

The successful vendor must carry (a) and at least one of (b), (c), or (d) above, depending on the type of Service or Product being delivered.

If the contractual service requires the transportation of departmental clients or staff, the vendor shall, in addition to the above coverage's, secure at its own expense the following coverage;

a.	Automotive Liability (Bodily Injury)	\$100,000/\$300,000
b.	Automotive Property Damage (to others)	\$ 25,000

4. The vendor shall provide a Certificate of Insurance (COI) as proof that the vendor has the required insurance. The COI shall be provided prior to agency contact prior to any work being completed by the awarded vendor(s).
5. The State of Delaware shall not be named as an additional insured.
6. Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

**g. Performance Requirements**

The selected Vendor will warrant that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.

**h. Vendor Emergency Response Point of Contact**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Contractor to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

**i. Warranty**

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State's requirements.

**j. Costs and Payment Schedules**

All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the State of Delaware. The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

The State of Delaware will require a payment schedule based on defined and measurable milestones. Payments for services will not be made in advance of work performed. The State of Delaware may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

**k. Penalties**

The State of Delaware may include in the final contract penalty provisions for non-performance, such as liquidated damages.

**l. Termination of Contract**

The contract resulting from this RFP may be terminated as follows by the Division of Services for Aging & Adults with Physical Disabilities (DSAAPD).

1. **Termination for Cause:** If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

On receipt of the contract cancellation notice from the State, the Vendor shall have no less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A vendor response shall not effect or prevent the contract cancellation unless the State provides a written acceptance of the vendor response. If the State does accept the Vendor's method and/or action plan to correct the identified deficiencies, the State will define the time by which the Vendor must fulfill its corrective obligations. Final retraction of the State's termination for cause will only occur after the Vendor successfully rectifies the original violation(s). At its discretion the State may reject in writing the Vendor's proposed action plan and proceed with the original contract cancellation timeline.

2. **Termination for Convenience:** The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.
3. **Termination for Non-Appropriations:** In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**m. Non-discrimination**

In performing the services subject to this RFP the vendor, as set forth in Title 19 Delaware Code Chapter 7 section [711](#), will agree that it will not discriminate against any employee or applicant with respect to compensation, terms, conditions or privileges of employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, gender identity, or national origin. The successful vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

**n. Covenant against Contingent Fees**

The successful vendor will warrant that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees, bona-fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty the State of Delaware shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

**o. Vendor Activity**

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.

**p. Vendor Responsibility**

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 6, and are subject the approval and acceptance of the Division of Services for Aging & Adults with Physical Disabilities.

**q. Personnel, Equipment and Services**

1. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
2. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
3. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those subcontractors identified in Attachment 6 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 6 must be approved in writing by the State.

**r. Fair Background Check Practices**

Pursuant to 29 Del. C. [§6909B](#) and effective November 4, 2014 the State does not consider the criminal record, criminal history, credit history or credit score of an applicant for state employment during the initial application process unless otherwise required by

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

state and/or federal law. Vendors doing business with the State are encouraged to adopt fair background check practices. Vendors can refer to 19 Del. C. [§711\(g\)](#) for applicable established provisions.

**s. Vendor Background Check Requirements**

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

- Delaware Sex Offender Central Registry at:  
<https://desexoffender.dsp.delaware.gov/SexOffenderPublic/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded state contract, but may provide support or off-site premises service for contract vendors. Should an individual be identified and the Vendor(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the solicitation. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

By Agency request, the Vendor(s) shall provide a list of all employees serving an awarded contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to state property in service of a contract award. A violation of this condition represents a violation of the contract terms and conditions, and may subject the Vendor to penalty, including contract cancellation for cause.

Individual contracts may require additional background checks and/or security clearance(s), depending on the nature of the services to be provided or locations accessed, but any other requirements shall be stated in the contract scope of work or be a matter of common law. The Vendor(s) shall be responsible for the background check requirements of any authorized Subcontractor providing service to the Agency's contract.

**t. Work Product**

All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the State. The vendor will seek written permission to use any product created under the contract.

**u. Contract Documents**

The RFP, the purchase order, the executed contract and any supplemental documents between the State of Delaware and the successful vendor shall constitute the contract between the State of Delaware and the vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: contract, State of Delaware's RFP, Vendor's response to the RFP and purchase order. No other documents shall be considered. These documents will constitute the entire agreement between the State of Delaware and the vendor.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**v. Applicable Law**

The laws of the State of Delaware shall apply, except where Federal Law has precedence. The successful vendor consents to jurisdiction and venue in the State of Delaware.

In submitting a proposal, Vendors certify that they comply with all federal, state and local laws applicable to its activities and obligations including:

1. the laws of the State of Delaware;
2. the applicable portion of the Federal Civil Rights Act of 1964;
3. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
4. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
5. that programs, services, and activities provided to the general public under resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued there under by the federal government.

If any vendor fails to comply with (1) through (5) of this paragraph, the State of Delaware reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.

The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

**w. Severability**

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

**x. Scope of Agreement**

If the scope of any provision of the contract is determined to be too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

**y. Affirmation**

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**z. Audit Access to Records**

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

**aa. Other General Conditions**

1. **Current Version** – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.
2. **Current Manufacture** – Equipment specified and/or furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer's latest design. All material and equipment offered shall be new and unused.
3. **Volumes and Quantities** – Activity volume estimates and other quantities have been reviewed for accuracy; however, they may be subject to change prior or subsequent to award of the contract.
4. **Prior Use** – The State of Delaware reserves the right to use equipment and material furnished under this proposal prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the State of Delaware.
5. **Status Reporting** – The selected vendor will be required to lead and/or participate in status meetings and submit status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken, until final system acceptance.
6. **Regulations** – All equipment, software and services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
7. **Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the State of Delaware.
8. **Purchase Orders** – Agencies that are part of the First State Financial (FSF) system are required to identify the RFP number **HSS-15-051** on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.
9. **Additional Terms and Conditions** – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**E. RFP Miscellaneous Information**

**1. No Press Releases or Public Disclosure**

The State of Delaware reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, the resulting contract, the work performed, or any reference to the State of Delaware with regard to any project or contract performance. Any such news or advertising releases pertaining to this solicitation or resulting contract shall require the prior express written permission of the State of Delaware.

The State will not prohibit or otherwise prevent the awarded vendor(s) from direct marketing to the State of Delaware agencies, departments, municipalities, and/or any other political subdivisions, however, the Vendor shall not use the State's seal or imply preference for the solution or goods provided.

**2. Definitions of Requirements**

To prevent any confusion about identifying requirements in this RFP, the following definition is offered: The words *shall*, *will* and/or *must* are used to designate a mandatory requirement. Vendors must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

**3. Production Environment Requirements**

The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

**F. Attachments**

The following attachments and appendixes shall be considered part of the solicitation:

- Attachment 1 – No Proposal Reply Form
- Attachment 2 – Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Confidentiality and Proprietary Information
- Attachment 5 – Business References
- Attachment 6 – Subcontractor Information Form
- Attachment 7 – Monthly Usage Report
- Attachment 8 – Subcontracting (2<sup>nd</sup> Tier Spend) Report
- Attachment 9 – Employing Delawareans Report
- Attachment 10 – Office of Supplier Diversity Application
- Attachment 11 – Statement of Compliance
- Attachment 12 – Bidder's Signature Form
- Attachment 12 – Certification Sheet
- Appendix A – Minimum Response Requirements
- Appendix B-1 – Personal Attendant Services Service Requirements
- Appendix B-2 – Participant Direction Service Specifications
- Appendix C – Budget Workbook Instructions
- Appendix D – Budget Workbook

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**IMPORTANT – PLEASE NOTE**

- **Attachments 2, 3, 4, 5 and 9 must be included in your proposal**
- Attachment 6 must be included in your proposal if subcontractors will be involved
- Attachments 7 and 8 represent required reporting on the part of awarded vendors. Those bidders receiving an award will be provided with active spreadsheets for reporting.

**REQUIRED REPORTING**

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested parties.

A complete and accurate Usage Report (Attachment 7) shall be furnished in an **Excel format and submitted electronically**, no later than the 15<sup>th</sup> (or next business day after the 15<sup>th</sup> day) of each month, detailing the purchasing of all items on this contract. The reports shall be submitted and sent as an attachment to Maria Harmer at this e-mail address: maria.harmer@state.de.us. Submitted reports shall contain accurate descriptions of the products, goods or services procured, purchasing agency information, including the six-digit department and organization code, quantities procured and prices paid. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women's Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2<sup>nd</sup> Tier report is shown as in Attachment 8.

Accurate 2nd tier reports shall be submitted to the contracting Agency's Office of Supplier Diversity at [vendorusage@state.de.us](mailto:vendorusage@state.de.us) on the 15<sup>th</sup> (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.



STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**Attachment 1**

**NO PROPOSAL REPLY FORM**

Request for Proposal: HSS-15-051

Contract Title: Personal Attendant/Support for Participant Direction Services

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- \_\_\_\_\_ 1. We do not wish to participate in the proposal process.
- \_\_\_\_\_ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 3. We do not feel we can be competitive.
- \_\_\_\_\_ 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
- \_\_\_\_\_ 5. We do not wish to sell to the State. Our objections are:  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 6. We do not sell the items/services on which Proposals are requested.
- \_\_\_\_\_ 7. Other: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
FIRM NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_ We wish to remain on the Vendor's List **for these goods or services.**

\_\_\_\_\_ We wish to be deleted from the Vendor's List **for these goods or services.**

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

Attachment 2

**REQUEST FOR PROPOSAL NO.:** HSS-15-051

**CONTRACT TITLE:** Personal Attendant/Support for Participant Direction Services

**DEADLINE TO RESPOND:** January 19, 2016 at 1:00 PM (Local Time)

**NON-COLLUSION STATEMENT**

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Division of Services for Aging & Adults with Physical Disabilities

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

**NOTE:** Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Division of Services for Aging & Adults with Physical Disabilities

COMPANY NAME \_\_\_\_\_ Check one)

<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE

(Please type or print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

TITLE \_\_\_\_\_

COMPANY ADDRESS \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

FEDERAL E.I. NUMBER \_\_\_\_\_ STATE OF DELAWARE  
LICENSE NUMBER \_\_\_\_\_

COMPANY CLASSIFICATIONS:  CERT. NO.: _____	Certification type(s)	Circle all that apply	
	Minority Business Enterprise (MBE)	Yes	No
	Woman Business Enterprise (WBE)	Yes	No
	Disadvantaged Business Enterprise (DBE)	Yes	No
	Veteran Owned Business Enterprise (VOBE)	Yes	No
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes	No

[The above table is for informational and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:

(COMPANY NAME) \_\_\_\_\_

ADDRESS \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**AFFIRMATION:** Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES \_\_\_\_\_ NO \_\_\_\_\_ if yes, please explain \_\_\_\_\_

**THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL**

SWORN TO AND SUBSCRIBED BEFORE ME this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

Notary Public \_\_\_\_\_ My commission expires \_\_\_\_\_

City of \_\_\_\_\_ County of \_\_\_\_\_ State of \_\_\_\_\_

### Attachment 3

EXCEPTION FORM

## Attachment 4

CONFIDENTIAL INFORMATION FORM

[illegible]

28

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**Attachment 5**

Request for Proposal: HSS-15-051

Contract Title: Personal Attendant/Support for Participant Direction Services

**BUSINESS REFERENCES**

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

1.	<b>Contact Name &amp; Title:</b>	
	<b>Business Name:</b>	
	<b>Address:</b>	
	<b>Email:</b>	
	<b>Phone # / Fax #:</b>	
	<b>Current Vendor (YES or NO):</b>	
	<b>Years Associated &amp; Type of Work Performed:</b>	
2.	<b>Contact Name &amp; Title:</b>	
	<b>Business Name:</b>	
	<b>Address:</b>	
	<b>Email:</b>	
	<b>Phone # / Fax #:</b>	
	<b>Current Vendor (YES or NO):</b>	
	<b>Years Associated &amp; Type of Work Performed:</b>	
3.	<b>Contact Name &amp; Title:</b>	
	<b>Business Name:</b>	
	<b>Address:</b>	
	<b>Email:</b>	
	<b>Phone # / Fax #:</b>	
	<b>Current Vendor (YES or NO):</b>	
	<b>Years Associated &amp; Type of Work Performed:</b>	

**STATE OF DELAWARE PERSONNEL MAY NOT BE USED AS REFERENCES.**

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**Attachment 6**

**SUBCONTRACTOR INFORMATION FORM**

<b>PART I – STATEMENT BY PROPOSING VENDOR</b>		
1. RFP NO. HSS-15-051	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OSD Classification:  Certification Number: _____	
b. Mailing Address:	<div style="display: flex; justify-content: space-between;"> <div>4d. Women Business Enterprise</div> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div> <div style="display: flex; justify-content: space-between;"> <div>4e. Minority Business Enterprise</div> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div> <div style="display: flex; justify-content: space-between;"> <div>4f. Disadvantaged Business Enterprise</div> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div> <div style="display: flex; justify-content: space-between;"> <div>4g. Veteran Owned Business Enterprise</div> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div> <div style="display: flex; justify-content: space-between;"> <div>4h. Service Disabled Veteran Owned Business Enterprise</div> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div>	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY ( <i>Signature</i> )	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
<b>PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR</b>		
9a. NAME OF PERSON SIGNING	10. BY ( <i>Signature</i> )	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

\* Use a separate form for each subcontractor

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

Attachment 7

STATE OF DELAWARE  
MONTHLY USAGE REPORT

SAMPLE REPORT - FOR ILLUSTRATION PURPOSES ONLY

State of Delaware									
Monthly Usage Report									
Supplier Name:				Enter Contract No.	Report Start Date:				
Contact Name:					Report End Date:				
Contact Phone:					Today's Date:				
Agency Name or School District	Division or Name of School	Budget Code	<a href="#">UNSPSC</a>	Item Description	Contract Item Number	Unit of Measure	Qty	Contract Proposal Price/Rate	Total Spend
			90152101						\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00
									\$0.00

**Note:** A copy of the Usage Report will be sent by electronic mail to the Awarded Vendor. The report shall be submitted electronically in **EXCEL** and sent as an attachment to Maria Harmer at [maria.harmer@state.de.us](mailto:maria.harmer@state.de.us). It shall contain the six-digit department and organization code for each agency and school district.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

Attachment 8

**SAMPLE REPORT - FOR ILLUSTRATION PURPOSES ONLY**

State of Delaware																
Subcontracting (2nd tier) Quarterly Report																
Prime Name:							Report Start Date:									
Contract Name/Number							Report End Date:									
Contact Name:							Today's Date:									
Contact Phone:							*Minimum Required		Requested detail							
Vendor Name*	Vendor TaxID*	Contract Name/ Number*	Vendor Contact Name*	Vendor Contact Phone*	Report Start Date*	Report End Date*	Amount Paid to Subcontractor*	Work Performed by Subcontractor UNSPSC	M/WBE Certifying Agency	Veteran /Service Disabled Veteran Certifying Agency	2nd tier Supplier Name	2nd tier Supplier Address	2nd tier Supplier Phone Number	2nd tier Supplier email	Description of Work Performed	2nd tier Supplier Tax Id

**Note:** A copy of the Subcontracting Quarterly Report will be sent by electronic mail to the Awarded Vendor.

Completed reports shall be saved in an Excel format, and submitted to the following email address: [vendorousage@state.de.us](mailto:vendorousage@state.de.us)



STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**Attachment 9**

Request for Proposal: HSS-15-051  
Contract Title: Personal Attendant/Support for Participant Direction Services

**EMPLOYING DELAWAREANS REPORT**

As required by House Bill # 410 (Bond Bill) of the 146<sup>th</sup> General Assembly and under Section 30, No bid for any public works or professional services contract shall be responsive unless the prospective bidder discloses its reasonable, good-faith determination of:

1. Number of employees reasonable anticipated to be employed on the project: \_\_\_\_\_
2. Number and percentage of such employees who are bona fide legal residents of Delaware: \_\_\_\_\_

Percentage of such employees who are bona fide legal residents of Delaware: \_\_\_\_\_

3. Total number of employees of the bidder: \_\_\_\_\_
4. Total percentage of employees who are bona fide resident of Delaware: \_\_\_\_\_

If subcontractors are to be used:

1. Number of employees who are residents of Delaware: \_\_\_\_\_
2. Percentage of employees who are residents of Delaware: \_\_\_\_\_

“Bona fide legal resident of this State” shall mean any resident who has established residence of at least 90 days in the State.

**State of Delaware**  
**Office of Supplier Diversity**  
**Certification Application**

The most recent application can be downloaded from the following site:

<http://gss.omb.delaware.gov/osd/certify.shtml>

Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.

The minimum criteria for certification require the entity must be at least 51% owned and actively managed by a person or persons who are eligible: minorities, women, veterans, and/or service disabled veterans. Any one or all of these categories may apply to a 51% owner.

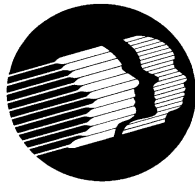


**Complete application and mail, email or fax to:**

Office of Supplier Diversity (OSD)  
100 Enterprise Place, Suite 4  
Dover, DE 19904-8202  
Telephone: (302) 857-4554 Fax: (302) 677-7086  
Email: [osd@state.de.us](mailto:osd@state.de.us)  
Web site: <http://gss.omb.delaware.gov/osd/index.shtml>

**THE OSD ADDRESS IS FOR OSD APPLICATIONS ONLY.**  
**NO BID RESPONSE PACKAGES WILL BE ACCEPTED BY THE OSD.**

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES



**DELAWARE HEALTH AND SOCIAL SERVICES  
REQUEST FOR PROPOSAL**

**STATEMENTS OF COMPLIANCE FORM**

As the official representative for the contractor, I certify on behalf of the agency that \_\_\_\_\_  
\_\_\_\_\_ (Company Name) will comply with all Federal and Delaware laws and regulations pertaining to equal employment opportunity and affirmative action. In addition, compliance will be assured in regard to Federal and Delaware laws and regulations relating to confidentiality and individual and family privacy in the collection and reporting of data.

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES



**DELAWARE HEALTH AND SOCIAL SERVICES  
REQUEST FOR PROPOSAL**

**BIDDERS SIGNATURE FORM**

NAME OF BIDDER: \_\_\_\_\_  
SIGNATURE OF AUTHORIZED PERSON: \_\_\_\_\_  
TYPE IN NAME OF AUTHORIZED PERSON: \_\_\_\_\_  
TITLE OF AUTHORIZED PERSON: \_\_\_\_\_  
STREET NAME AND NUMBER: \_\_\_\_\_  
CITY, STATE, & ZIP CODE: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE NUMBER: \_\_\_\_\_  
FAX NUMBER: \_\_\_\_\_  
DATE: \_\_\_\_\_  
BIDDER'S FEDERAL EMPLOYERS IDENTIFICATION NUMBER: \_\_\_\_\_

**THE FOLLOWING MUST BE COMPLETED BY THE VENDOR:**

AS CONSIDERATION FOR THE AWARD AND EXECUTION BY THE DEPARTMENT OF HEALTH AND SOCIAL SERVICES OF THIS CONTRACT, THE (COMPANY NAME) \_\_\_\_\_  
HEREBY GRANTS, CONVEYS, SELLS, ASSIGNS, AND TRANSFERS TO THE STATE OF DELAWARE ALL OF ITS RIGHTS, TITLE AND INTEREST IN AND TO ALL KNOWN OR UNKNOWN CAUSES OF ACTION IT PRESENTLY HAS OR MAY NOW HEREAFTER ACQUIRE UNDER THE ANTITRUST LAWS OF THE UNITED STATES AND THE STATE OF DELAWARE, RELATING THE PARTICULAR GOODS OR SERVICES PURCHASED OR ACQUIRED BY THE DELAWARE HEALTH AND SOCIAL SERVICES DEPARTMENT, PURSUANT TO THIS CONTRACT.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES



**DELAWARE HEALTH AND SOCIAL SERVICES  
REQUEST FOR PROPOSAL**

**CERTIFICATION SHEET**

As the official representative for the proposer, I certify on behalf of the agency that:

- a. They are a regular dealer in the services being procured.
- b. They have the ability to fulfill all requirements specified for development within this RFP.
- c. They have independently determined their prices.
- d. They are accurately representing their type of business and affiliations.
- e. They will secure a Delaware Business License.
- f. They have acknowledged that no contingency fees have been paid \_\_\_\_\_ to obtain award of this contract.
- g. The Prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other contractor or with any competitor;
- h. Unless otherwise required by Law, the prices which have been quoted in this offer have not been knowingly disclosed by the contractor and prior to the award in the case of a negotiated procurement, directly or indirectly to any other contractor or to any competitor; and
- i. No attempt has been made or will be made by the contractor in part to other persons or firm to submit or not to submit an offer for the purpose of restricting competition.
- j. They have not employed or retained any company or person (other than a full-time bona fide employee working solely for the contractor) to solicit or secure this contract, and they have not paid or agreed to pay any company or person (other than a full-time bona fide employee working solely for the contractor) any fee, commission percentage or brokerage fee contingent upon or resulting from the award of this contract.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

- k. They (check one) operate \_\_\_an individual; \_\_\_a Partnership \_\_\_a non-profit (501 C-3) organization; \_\_\_a not-for-profit organization; or \_\_\_for profit corporation, incorporated under the laws of the State of \_\_\_\_\_.
- l. The referenced offerer has neither directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this bid submitted this date to Delaware Health and Social Services.
- m. The referenced bidder agrees that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this invitation to bid including all Specifications and special provisions.
- n. They (check one): \_\_\_\_\_are; \_\_\_\_\_are not owned or controlled by a parent company. If owned or controlled by a parent company, enter name and address of parent company:

---

---

---

---

**Violations and Penalties:**

Each contract entered into by an agency for professional services shall contain a prohibition against contingency fees as follows:

1. The firm offering professional services swears that it has not employed or retained any company or person working primarily for the firm offering professional services, to solicit or secure this agreement by improperly influencing the agency or any of its employees in the professional service procurement process.
2. The firm offering the professional services has not paid or agreed to pay any person, company, corporation, individual or firm other than a bona fide employee working primarily for the firm offering professional services, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this agreement; and
3. For the violation of this provision, the agency shall have the right to terminate the agreement without liability and at its discretion, to deduct from the contract price, or otherwise recover the full amount of such fee, commission, percentage, gift or consideration.

The following conditions are understood and agreed to:

- a. No charges, other than those specified in the cost proposal, are to be levied upon the State as a result of a contract.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

- b. The State will have exclusive ownership of all products of this contract unless mutually agreed to in writing at the time a binding contract is executed.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature & Title of Official Representative

\_\_\_\_\_

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**APPENDIX A  
MINIMUM MANDATORY SUBMISSION REQUIREMENTS**

Each vendor solicitation response should contain at a minimum the following information:

1. Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services.
2. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
3. Pricing as identified in the solicitation
4. One (1) complete, signed and notarized copy of the non-collusion agreement (See Attachment 2). Bid marked "ORIGINAL", **MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK.** All other copies may have reproduced or copied signatures – Form must be included.
5. One (1) completed RFP Exception form (See Attachment 3) – please check box if no information – Form must be included.
6. One (1) completed Confidentiality Form (See Attachment 4) – please check if no information is deemed confidential – Form must be included.
7. One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.
8. One (1) complete and signed copy of the Subcontractor Information Form (See Attachment 6) for each subcontractor – only provide if applicable.
9. One (1) complete Employing Delawareans Report (See Attachment 9)
10. One (1) complete OSD application (See link on Attachment 10) – only provide if applicable

The items listed above provide the basis for evaluating each vendor's proposal. **Failure to provide all appropriate information may deem the submitting vendor as "non-responsive" and exclude the vendor from further consideration.** If an item listed above is not applicable to your company or proposal, please make note in your submission package.


Vendors shall provide proposal packages in the following formats:

1. Two (2) paper copies of the vendor proposal paperwork. **One (1) paper copy must be an original copy, marked "ORIGINAL" on the cover, and contain original signatures.**
2. Two (2) electronic copies of the vendor proposal saved to CD or DVD media disk. Copy of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).



STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**APPENDIX B-1**  
**PERSONAL ATTENDANT SERVICES SERVICE REQUIREMENTS**

	<i>DELAWARE HEALTH AND SOCIAL SERVICES</i>	Personal Attendant Services Service Requirements
--	--	---

**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
3/17/15	NA	Original
7/7/15	2.0	Added reimbursement rate information including reimbursement for overtime and travel time when required under the Fair Labor Standards Act.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**1.0 SERVICE DEFINITION**

- 1.1 Personal attendant services (PAS) provides support to persons with disabilities who need assistance with the functions of daily living, self-care or mobility. Specific supports may include assistance with a range of activities such as bathing, dressing, personal hygiene, meal preparation, shopping, housekeeping, transportation, communication, on-the-job functions, or other related services allowable by a funding source and specified in the Individual Service Plan (ISP). PAS is a participant-directed service in which service recipients (participants) are common-law employers of their own attendants.

**2.0 SERVICE UNIT**

- 2.1 The unit of service for personal care is one hour.  
2.2 The minimum billing unit is one quarter (.25) hour.  
2.3 Time spent travel to and from the participant's home (or initial service site) is not billable unless specifically required under the Fair Labor Standards Act (FLSA).  
2.4 Reimbursement rates include:  
2.4.1 Regular time  
2.4.2 Overtime (when required under FLSA)  
2.4.3 Travel time (when required under FLSA)

**3.0 SERVICE AREA**

- 3.1 Personal attendant services are available to all eligible residents of the State of Delaware.

**4.0 SERVICE LOCATION**

- 4.1 Personal attendant services may be provided in the home of the participant, place of employment, or other location designated by the participant.  
4.1.1 Personal attendant services may be provided in a long term care facility or acute care setting under limited circumstances if permitted by the funding source.

**5.0 ELIGIBILITY**

- 5.1 Delaware Health and Social Services (DHSS) determines participant eligibility.  
5.1.1 DHSS applies eligibility and/or targeting criteria based on requirements of the service funding source(s), as appropriate.  
5.2 A participant who is not willing or able to self-direct personal attendant care has the option of using a representative for purposes of directing the service.

**6.0 SERVICE STANDARDS**

- 6.1 The personal attendant must comply with all Federal, State, and local rules, regulations and laws applicable to the provision of the service.  
6.2 In order to qualify to provide personal attendant services, an individual:  
6.2.1 Must be aged 18 or over, unless a waiver of this requirement is made in writing by DHSS.  
6.2.2 Must submit to background checks.  
6.2.3 Must meet the individual requirements of the participant.  
6.2.4 Must not serve in the capacity of representative for purposes of overseeing the direction of the personal attendant services.  
6.2.4.1 If a provider serves as the legal representative of the participant, then s/he must appoint another individual to serve as a representative responsible for directing the personal attendant service on behalf of the participant.  
6.3 DHSS authorizes the number of service hours a participant will receive.  
6.3.1 All personal attendant services must be prior-authorized by DHSS.  
6.3.2 DHSS may establish service caps based on available funds and/or other limitations, depending on funding source.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES


- 6.3.2.1 DHSS may authorize service hours above established caps in cases of emergency or extreme need.
- 6.4 The personal attendant must deliver personal attendant services at the direction of the participant who has employed him/her to deliver such services.
- 6.5 The personal attendant must sign an agreement with a Support for Participant Direction Service Provider (support entity) contracted by DHSS to facilitate the delivery of personal attendant services.
  - 6.5.1 The agreement will be developed by the support entity.
  - 6.5.2 The agreement will delineate the responsibilities of the support entity.
  - 6.5.3 The agreement will include a copy of the Personal Attendant Service Requirements, which establish parameters for the provision of the personal attendant service.
- 6.6 The personal attendant must follow the Individual Service Plan (ISP) developed by the participant in coordination with the support entity.
- 6.7 The personal attendant must accept that the program participant, as a common-law employer, has the discretion to continue or discontinue his/her employment.
- 6.8 The personal attendant must participate in training made available by the support entity and program participant.
- 6.9 The personal attendant must provide such information required by the support entity to process payroll information.
- 6.10 The personal attendant must provide accurate information to the support entity about hours of services rendered during each pay period.
- 6.11 The personal attendant must allow the support entity to process invoices (or claims) on his/her behalf for personal attendant services rendered.
- 6.12 The personal attendant must accept payment from the support entity as payment in full for the personal attendant services rendered.
- 6.13 The personal attendant must accept payment only for personal attendant services actually rendered and understands that any falsification or concealment of material fact in this regard may be prosecuted under federal and state law.
- 6.14 The personal attendant must notify the support entity if s/he becomes aware of a participant's hospital admission/discharge or nursing home placement/discharge.
- 6.15 The following support activities may be allowable as part of the personal attendant service if included in the Individual Service Plan (ISP) and permitted by the funding source:
  - 6.15.1 Bathing.
  - 6.15.2 Dressing.
  - 6.15.3 Personal hygiene.
  - 6.15.4 Transferring.
  - 6.15.5 Toileting.
  - 6.15.6 Feeding.
  - 6.15.7 Mobility assistance.
  - 6.15.8 Skin care.
  - 6.15.9 Supervision/companionship.
  - 6.15.10 Household cleaning.
  - 6.15.11 Laundry.
  - 6.15.12 Washing dishes.
  - 6.15.13 Making beds and changing linens.
  - 6.15.14 Shopping for household items.
  - 6.15.15 Performing errands.
  - 6.15.16 Preparing meals.
  - 6.15.17 Transporting/escorting to a physician's office or other medical facility.
  - 6.15.18 Transporting/escorting to a job interview, place of employment, or other employment-related activity.
  - 6.15.19 Transporting/escorting to a community facility (such as a bank, post office, library, pharmacy, etc.) or event.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

- 6.15.20 Assisting with communication.
- 6.15.21 Assisting with bill-paying.
- 6.15.22 Assisting with other support needs identified in an Individual Service Plan (ISP).
- 6.16 The personal attendant may accompany a participant on vacation or other temporary stays away from home, if permitted by the funding source, except as specified in section 4.1.1.
  - 6.16.1 The roles and responsibilities of the personal attendant and the participant are the same as when at home.
  - 6.16.2 Personal attendant service program funds will not cover any of the costs associated with travel for the personal attendant or the participant.
- 6.17 Payment is made only for activities designated in a participant's ISP and in an amount authorized by DHSS.
  - 6.17.1 When the personal attendant is a legally-responsible relative (e.g., a spouse or parent of a minor) the ISP (and corresponding payment authorization) will include only those activities which respond to a specific deficit or deficits in a participant's capacity to carry out ADLs and/or IADLs and which represent extraordinary care not typically provided by a legally-responsible relative in the absence of these deficits.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**APPENDIX B-2**  
**SUPPORT FOR PARTICIPANT DIRECTION SERVICE SPECIFICATIONS**

	<b><i>DELAWARE HEALTH AND SOCIAL SERVICES</i></b>	Support for Participant Direction Service Specifications
--	---	---

**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
3/24/15	NA	Original
7/7/15	7.15	Reworded the requirement to read "The provider must coordinate with the participant to respond to emergency care needs."

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**1.0 SERVICE DEFINITION**

- 1.1 Support for Participant Direction provides assistance to participants who self-direct personal attendant services. Providers of this service perform various functions to support participants in planning for and carrying out their responsibilities as common-law employers of personal attendants. The service includes two components: 1) Information and Assistance in Support of Participant Direction (Support Brokerage); and 2) Financial Management Services. Providers of Support for Participant Direction carry out activities associated with both components.

**2.0 SERVICE GOAL**

- 2.1 The goal of Support for Participant Direction is to enable recipients of self-directed personal attendant services to successfully manage their responsibilities as employers and to utilize personal attendant services to live as independently as possible in home and community-based settings.

**3.0 SERVICE UNIT**

- 3.1 The unit of service for Support for Participant Direction is one month.

**4.0 SERVICE AREA**

- 4.1 Support for Participant Direction services are available to eligible participants in the State of Delaware.

**5.0 SERVICE LOCATION**

- 5.1 Support for Participant Direction is conducted in the service provider's business location, in the residence of the participant, and/or in other locations based on the needs of the participant.

**6.0 SERVICE DESCRIPTION**

- 6.1 In carrying out the Support Brokerage component of the service, the provider will:
- 6.1.1 Coordinate with participants to develop, sign, and update Individual Service Plans (ISP's).
  - 6.1.2 Recruit personal attendants.
  - 6.1.3 Maintain a roster of personal attendants.
  - 6.1.4 Secure background checks on prospective personal attendants on behalf of participants.
  - 6.1.5 Provide information on employer/employee relations.
  - 6.1.6 Provide training to participants and personal attendants.
  - 6.1.7 Provide assistance with problem resolution.
  - 6.1.8 Maintain participant files.
  - 6.1.9 Provide support in arranging for emergency back-up care.
- 6.2 In carrying out the Financial Management component of the service, the provider will:
- 6.2.1 Assist participants in verifying personal care attendants' citizenship status.
  - 6.2.2 Collect and process personal care attendants' timesheets and/or electronic time records.
  - 6.2.3 Submit invoices (or claims) on behalf of personal attendants for services rendered to participants.
  - 6.2.4 Process payroll and withhold, file, and pay applicable federal, state, and local employment-related taxes and insurance as a fiscal agent acting on behalf of participants.
    - 6.2.4.1 Responsibilities for these duties will commence upon the participant's enrollment in the program regardless of the date that the IRS grants the authority to act as agent.
  - 6.2.5 Disperse paychecks or direct deposit verifications to personal attendants as fiscal agent acting on behalf of participants.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**7.0 SERVICE STANDARDS**

- 7.1 The provider must make services available only to those persons deemed eligible and referred by Delaware Health and Social Services (DHSS) staff.
- 7.2 The provider must comply with all applicable Federal, State, and local rules, regulations and laws related to the provision of the service.
- 7.3 The provider must not enter into any subcontracts for any portion of the service contract without obtaining prior written approval from DHSS.
- 7.4 The provider must develop and maintain policies and procedures for the delivery of Support for Participant Direction services.
- 7.5 The provider must establish contact with the participant within five (5) working days of referral from DHSS.
- 7.6 The provider must conduct a face-to-face visit to initiate the ISP process within five (5) working days of establishing contact with the participant (except in extenuating circumstances, such as inability of the participant to meet within that timeframe).
- 7.7 The provider must furnish DHSS with a copy of the ISP within ten (10) working days of signature.
- 7.8 The ISP must include at a minimum the following items:
  - 7.8.1 Number of service units (hours) to be delivered.
  - 7.8.2 Specific services planned.
  - 7.8.3 Planned service schedule.
  - 7.8.4 Back-up plan.
  - 7.8.5 Name(s) and the relationship(s) of the regular personal attendant(s) and the backup personal attendant(s).
  - 7.8.6 Name(s) of other paid or unpaid support person(s) or support agencies in the home.
  - 7.8.7 Training plans.
  - 7.8.8 Any unique circumstances or conditions.
  - 7.8.9 Description of the responsibilities of the provider, the personal attendant(s) and the participant.
- 7.9 The provider must notify DHSS if personal attendant services are not initiated by the participant within 45 days of the referral.
- 7.10 The provider, in coordination with the participant, must review and update the ISP at least annually.
- 7.11 The provider must conduct at least one face-to-face meeting with each participant annually.
- 7.12 The provider must conduct at least two face-to-face meetings annually with each participant who chooses to hire a relative or legal guardian as his/her personal attendant.
- 7.13 The provider must contact each participant at least quarterly to verify that the personal attendant services are meeting the needs of the participant.
- 7.14 The provider must monitor each participant's utilization of personal attendant service hours to ensure that s/he does not exceed the amount authorized by DHSS.
- 7.15 The provider must coordinate with the participant to respond to emergency care needs.
  - 7.15.1 Emergency care is defined as service provided for one week or less, when neither the regular attendant nor backup attendant is available.
  - 7.15.2 The use of subcontractors is permitted for the provision of emergency care.
  - 7.15.3 The provider agency is not required to obtain background checks on attendants used for emergency care.
- 7.16 The provider must establish and maintain for each participant a case file which contains:
  - 7.16.1 Documentation of service referral from DHSS.
  - 7.16.2 The ISP signed by the participant and provider.
  - 7.16.3 Documentation of participant and personal attendant(s) training activities.
  - 7.16.4 Documentation of routine contacts with the participant.
  - 7.16.5 Documentation of any problems or concerns raised by the participant, personal attendant(s), or other parties; attempts to investigate the problems or concerns; and the disposition of the problems or concerns.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

- 7.16.6 Documentation of the annual reassessment of the ISP.
- 7.17 The provider must operate the program and maintain records in a manner which is consistent with a participant's right to privacy and confidentiality.
- 7.18 The provider must ensure access to participants' case files and medical records by authorized representatives of DHSS and/or the federal funding agency.
- 7.19 The provider must develop an agreement with personal attendants.
  - 7.19.1 Agreements must delineate the responsibilities of the provider, including responsibilities related to support brokerage and financial management supports.
  - 7.19.2 Agreements must include copies of the Personal Attendant Service Requirements provided by DHSS, which establish parameters for the provision of the personal attendant service delivered by the personal attendant.
  - 7.19.3 Agreements must be signed by both parties.
- 7.20 The provider must secure a waiver from DHSS prior to developing an agreement with a personal attendant who is under the age of 18.
  - 7.20.1 The provider must ensure that personal attendant services provided by an individual under the age of 18 is delivered in compliance with child labor laws and related rules and policies.
- 7.21 The provider must submit invoices (or claims) on behalf of personal attendants in order to secure payment for services rendered by the attendants.
  - 7.21.1 When non-Medicaid funds are made available to cover the cost of personal attendant services, the provider must submit invoices to DHSS to secure payment for services provided by personal attendants in accordance with section 10.0.
  - 7.21.2 When Medicaid funds are made available to the provider to pay for the cost of personal attendant services, the provider must carry out the following activities in order to collect and disperse Medicaid funds for these services:
    - 7.21.2.1 The provider must establish an agreement with the Delaware Division of Medicaid and Medical Assistance to execute and hold provider agreements with personal care attendants.
    - 7.21.2.2 The provider must enroll with the State's Medicaid provider relations agent in order to file claims for personal attendant services.
    - 7.21.2.3 The provider must submit claims for personal attendant services through the Medicaid Management Information System (MMIS) on behalf of personal attendants.
  - 7.21.3 Authorized service hours may be flexed with the specified pay period, if permitted by the funding source, and cannot be "banked" for use in a future pay period.
    - 7.21.3.1 In the rare occurrence that the flexing of hours results in overtime pay for the attendant, DHSS must be notified.
- 7.22 The provider must complete all necessary requirements at the federal, state, and local levels to act on behalf of the participant as a legally-recognized fiscal agent, including those requirements put forth by the Internal Revenue Service, the U.S. Department of Labor, the Delaware Division of Revenue, the Delaware Department of Labor, and/or other entities of federal, state and local government which have jurisdiction over the functioning of a fiscal agent.
- 7.23 The provider must make use of standard accounting practices in conducting financial management activities on behalf of participants and personal attendants, and maintain accurate and complete records of all such financial transactions.
- 7.24 The provider must process and distribute payroll checks or direct deposit verifications for personal attendants in a timely manner.
- 7.25 The provider must comply with DHSS quality assurance initiatives related to this program.
- 7.26 The provider must notify DHSS in the event of a hospital admission or nursing home placement of a participant.
- 7.27 The provider must notify DHSS about issues or problems which threaten the continuation of self-direction opportunities for a participant (such as difficulty on the part of the participant in carrying out employer responsibilities; issues or problems which present health and welfare risks; or



STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

other related issues or problems) and when practicable, work with DHSS to resolve these issues or problems.

- 7.28 The provider must notify DHSS of situations which may result in the involuntary termination of participant-direction opportunities by DHSS, such as:
  - 7.28.1 The inability of a participant to self-direct (or to identify an individual to serve as his/her representative).
  - 7.28.2 The presence of a health and welfare risk that has not been mitigated by intervention on the part of the provider, DHSS, and/or other parties.
  - 7.28.3 The fraudulent use of funds by a participant (such as, for example, the falsification of timesheets).
- 7.29 The provider must establish policies and procedures related to the resolution of participant complaints and grievances.
  - 7.29.1 Procedures must specify how unresolved complaints or grievances will be communicated to DHSS.
- 7.30 The provider must conduct an annual satisfaction survey among participants using survey questions provided by DHSS and supply DHSS with the results, including all comments as written in the surveys.
- 7.31 The provider must submit an annual report to DHSS which provides information specified by DHSS about service participants, activities carried out as part of the service, and other relevant information.

## **8.0 PROVIDER QUALIFICATIONS**

- 8.1 The provider must have staff with knowledge, experience, and abilities to sufficient to carry out the support brokerage component of this service.
- 8.2 The provider must have staff with knowledge, experience, and abilities to sufficient to carry out the financial management component of this service.

## **9.0 CONTRIBUTIONS/CO-PAYMENTS**

- 9.1 Contributions or co-payments to help defray the cost of providing the personal attendant service may be requested or required from participants depending on the source of funding for the service.
- 9.2 For funding sources which require the solicitation of voluntary contributions:
  - 9.2.1 DHSS will inform participants of the cost of providing personal attendant services and will offer them the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.
    - 9.2.1.1 DHSS will determine the recommended contribution amount per unit of service.  
The amount will be documented by DHSS on the service referral form.
  - 9.2.2 Providers must have procedures in place to:
    - 9.2.2.1 Collect the contributions.
    - 9.2.2.2 Report on contributions collected.
    - 9.2.2.3 Protect privacy and confidentiality with respect to contributions.
    - 9.2.2.4 Safeguard and account for contributions.
    - 9.2.2.5 Use the contributions to expand services.
  - 9.2.3 No eligible participant will be denied service because of his/her inability or failure to make a contribution.
- 9.3 For funding sources which require co-payments:
  - 9.3.1 DHSS will determine the amount of required co-payment (if any) for each participant.
    - 9.3.1.1 DHSS will inform participants of co-pay requirements (if any)
    - 9.3.1.2 DHSS will document the required co-payment amount on the service referral form.
  - 9.3.2 Providers must have procedures in place to:
    - 9.3.2.1 Collect co-payments.
    - 9.3.2.2 Report on co-payments collected.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

- 9.3.2.3 Protect privacy and confidentiality with respect to co-payments.
- 9.3.2.4 Safeguard and account for co-payments.
- 9.3.3 The provider must communicate with DHSS in cases in which participants do not comply with co-payment requirements.

**10.0 INVOICING REQUIREMENTS**

- 10.1 The provider must invoice DHSS pursuant to the current version of the provider policy manual(s) associated with the service funding source(s).
- 10.2 The provider must invoice DHSS using the current version of invoicing format(s).
  - 10.2.1 For invoicing on behalf of personal attendants (non-Medicaid), the provider must use invoicing formats provided by DHSS.
  - 10.2.2 For invoicing on behalf of personal attendants (Medicaid), the provider must follow all policies and procedures related to invoicing through MMIS.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**APPENDIX C:** *Budget Workbook Instructions*

---

The Budget Workbook instructions (SOP # CP-013) will be supplied to all requesting bidders and all the pre-bid meeting attendees.

Contract [franklin.jones@state.de.us](mailto:franklin.jones@state.de.us) for an electronic copy of the Budget Workbook Instructions.

STATE OF DELAWARE  
DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES

**APPENDIX D:** *Budget Workbook*

---

The Budget Workbook (FORM # CF-023) will be supplied to all requesting bidders and all the pre-bid meeting attendees.

Contract [franklin.jones@state.de.us](mailto:franklin.jones@state.de.us) for an electronic copy of the Budget Workbook form.