



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 15, 2017

HSS 17 018

**HEALTH AMBASSADORS
FOR
DIVISION OF PUBLIC HEALTH**

Date Due: July 13, 2017
11:00AM

ADDENDUM # 1

Please Note:

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

Responses to questions received by the deadline of June 14, 2017.

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RFP HSS 17 018

Health Ambassadors

Questions due by 6/14/17

1. Is there a target population (i.e. condition, age, demographic) identified for the "community support and acceptability" related to home visiting services?

Answer - The target population are families that are eligible for home visiting services. Families typically eligible for home visiting are high-risk (low-income, substance abuse, domestic violence, etc.) pregnant women or families with children under the age of 5. The specific target zones are listed within the RFP.

2. Is there an expectation for Health Ambassadors to perform direct services to patients?

Answer - No, not beyond referring community members to services.

3. Is the vendor required to determine the required annual hours for Health Ambassadors, i.e. level of need, to meet the needs of each targeted area, or has Delaware Division of Public Health (DE DPH) already calculated the need requirements? If a need has been determined, can you share those figures?

Answer - The vendor is responsible for proposing a staffing plan.

4. Does DE DPH provide a status report template? If DE DPH provides status report template, could this be shared prior to proposal submission?

Answer - Yes, please find attached the Health Ambassador Monthly Report Template.

5. Is there an award amount range that DE DPH would consider acceptable for this work effort?

Answer - The total award amount will not go beyond \$500,000 and could be split between multiple vendors. Division of Public Health (DE DPH) reserves the right to negotiate the budget with awarded vendor(s).

6. Should the technical proposal be written and priced based on a 1-year period of performance? Or is the proposal to be written and priced to cover the 1-year contract term plus the 4 optional 1-year periods (total of 5 years)? If the proposal is to be for all 5 periods, is a total for each period and a grand total for all 5 years to be included in the pricing?

Answer - The technical proposal can be written for a 1-year or 5-year time period. If it is written for a 5 year period, the total for each period and a grand total for all 5 years should be included.

7. Is there a current incumbent and what is the name?

Answer - The current health ambassador vendors are La Red and Christiana Care Health Systems.

8. Is DE DPH acceptable to vendor utilizing and/or adapting existing, successful, Health Ambassador training programs from states and bringing that to Delaware?

Answer - Yes.

9. I was wondering if you are soliciting for individual subcontractors to bid on this proposal, or is this something you would be interested in hearing proposals from health agencies?

Answer - We are not soliciting for individual subcontractors.

10. New Behavioral Network has been serving Delawareans in their homes and the community for 20 years. We are in the process of applying for certified health agency status with the intention of bringing skilled nursing to the state. This is in addition to the behavioral health services we have been providing for the past two decades. I was wondering if you would be interested in hearing a proposal for NBN to provide health ambassador services?

Answer – DE DPH is requesting that bidders submit a competitive proposal for Health Ambassadors that is cost effective, in line with a community health worker model, and responds to the scope of services outlined in the RFP.

11. Is there a maximum award amount?

Answer - \$500,000 is maximum award amount but this could be split between multiple vendors. DE DPH reserves the right to negotiate the budget with awarded vendor(s).

12. What is the total amount of time of the award after the October 1, 2017 start?

Answer - As mentioned, in the RFP the term of the contract between the successful bidder and the State shall be for one year with four optional extensions.

13. ACA Safe Harbor – Benefit costs are included in the fringe calculation of 31.36% of total salaries. Would including information about this percentage and how it is broken down be specific enough?

a. Section number: 7

- b. Paragraph number: C
- c. Page number: 21
- d. Text of passage being questioned: “The state requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.)”

Answer – No, the Additional Fee would have to be specifically identified as well as how that fee is to be applied.

14. Submittal of Proposal Packages –

- a. In what format should the electronic document be in? Word or PDF
- b. Should all documents (narrative, budget, budget narrative and required attachments) be included as one document attachment or should each be separate in the USB?
 - i. Section number: None
 - ii. Paragraph number: 2
 - iii. Page number: 50
 - iv. Text of passage being questioned: “2. Five (5) electronic copies of the vendor proposal saved to CD or DVD media disk, or USB memory stick. (If Agency has requested multiple electronic copies each electronic copy must be on a separate computer disk or media).”

Answer – All documents should be included as one document, one each in WORD and PDF format. This is to assure that if one format should not be readable the other one will and your proposal will not have to be rejected because it could not be read.

15. Could you clarify this language?

- a. Section number: D
- b. Paragraph number: 1
- c. Page number: 18
- d. Text of passage: Contract Use by Other Agencies
- e. 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.

Answer – This is standard language to mean that another state agency could obtain services provided by your organization through this contract as long as it is acceptable to both the selected contractor and the Division of Public Health.

16. Business References – Does a business reference mean that we have exchanged money or services?
- a. Section number: None
 - b. Paragraph number: Attachment 5
 - c. Page number: 38
 - d. Text of passage being questioned: “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 and type of work performed.”

Answer – Yes.

No further questions were received by the deadline 6/14/17.

Monthly Report Template

Vendor Name

Contract #: _____

Contracted Service: Health Ambassadors

Month & Year:

Health Ambassadors contacts per zone

Zone _____

Site	Total
Zone total	

Zone _____

Site	Total
Zone total	

Zone _____

Site	Total
Zone total	

Total Contacts:

Health Ambassador narrative, issues and concerns:

Special events, total reached:

List special events and narratives per zone

Zone _____

Date	Ambassador	Event	Total Contacts
		Zone Total	

Zone _____

Date	Ambassador	Event	Total Contacts
		Zone Total	

Zone _____

Date	Ambassador	Event	Total Contacts
		Zone Total	

Special issues and concerns:

None.

Number of Health Ambassadors Referrals per zone –

Total Referrals: Total Individuals:

Zone _____: _____ individuals (____ Females, ____ Males), _____ referrals including:

Parenting	
Total	

Breastfeeding	
Total	

Other	
Total	

Zone _____: __ individuals (__ Females, __ Males), ___ referrals including:

Parenting	
Total	

Breastfeeding	
Total	

Other	
Total	

Zone _____: __ individuals (__ Females, __ Males), ___ referrals including:

Parenting	
Total	

Breastfeeding	
Total	

Other	
Total	

Health Ambassador narrative, issues and concerns:

Top 3 referrals in each zone:

Zone ___:

Zone ___:

Zone ___:

Direct Home Visiting Referral narrative:

Direct Home Visiting Referrals	
Parents As Teachers	
Nurse Family Partnership	
Healthy Families America	
Smart Start	
Total	

Individually helped community members narrative:

___ community members were assisted with the following:

Safe Sleep – Cribs4Kids Crib Delivered	
Breastfeeding	
Life Planning	
Parenting	
Health Insurance	
Primary Care/Pediatrics	
Clothing	
Housing	
Food	
Community Events	
Other	
Total	

Staffing

Staffing narrative, issues and concerns:

Trainings/ Meetings

List trainings and meetings, the date and which staff attended including narrative:

Other narrative not covered in summaries above:

None.

General issues/ concerns:

None.

Notes to invoice:

None.

Contract workers:

This report was completed by:

Date: