

STATE OF DELAWARE
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH



State of Delaware

DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

LIFEGUARD SERVICES

Request for Information

Request No. HSS-19-031

January 28TH 2019

- Deadline to Respond -

March 25th 2019

Time: 11:00 a.m. (Local Time)

STATE OF DELAWARE
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

Date: January 28th 2019

REQUEST for INFORMATION NO. HSS-19-031- LIFEGUARD SERVICES

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Department of Health and Social Services, Division of Substance Abuse and Mental Health, is seeking market information on A Lifeguard Company who will provide a lifeguard at the patient Therapeutic Recreation swimming pool at the Delaware Psychiatric Center (DPC). The lifeguard will perform all duties normally associated with guarding a pool, including protection and rescue of swimmers, ensuring adherence to safety requirements, testing and documenting pool water quality, and monitoring and operational maintenance of pumps, filters, and pool equipment. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of Lifeguard Services. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying request for information number HSS-19-031 and vendor name** by March 25th 2019 at 11:00 AM (Local Time).

Responses must be mailed to:

**Kimberly Jones
Purchasing Service Administrator
Department of Health and Social Services
Procurement Branch
Main Admin Bldg., Sullivan Street
2nd floor – room #257
1901 N. DuPont Hwy.
Herman Holloway Campus
New Castle, DE 19720**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Dominique Puleio at DHSS_DSAMHCONTRACTS@STATE.DE.US.

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I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the 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. Vendors should rely only on written statements issued by the RFI designated contact.

Dominique Puleio
1901 N. DuPont Highway
Springer Building
New Castle, DE 19720

DHSS_DSAMHCONTRACTS@STATE.DE.US

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response 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.

C. RFI OBLIGATION

The RFI is a request for information **only**. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions shall be received no later than Monday, **February 18, 2019**. All questions will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the date of Monday, **March 4, 2019**. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

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Page number

Text of passage being questioned

All questions may be submitted by email to:

DHSS_DSAMHCONTRACTS@STATE.DE.US

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the “no later than” RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware, Department of Health and Social Services, Division of Substance Abuse and Mental Health, with information regarding vendor interest and capabilities providing Lifeguard Services. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

STATEMENT OF NEEDS

Lifeguard Services

The Lifeguard Company will provide a lifeguard at the patient Therapeutic Recreation swimming pool at the Delaware Psychiatric Center (DPC). The lifeguard will perform all duties normally associated with guarding a pool, including protection and rescue of swimmers, ensuring adherence to safety requirements, testing and documenting pool water quality, and monitoring and operational maintenance of pumps, filters, and pool equipment.

The contractor will provide a maximum of sixteen (16) hours of lifeguard services per week. One lifeguard will be required on duty during hours of operation to be established by DPC.

If necessary selected contractor will backwash pool, use of subcontractor is allowed

The contractor will provide proof of license in the State of Delaware, and will provide documentation of current certification for each lifeguard. All activities of the lifeguard will

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conform to laws, rules, regulations, and established procedures, including DPC policy, and Public Health requirements regarding swimming pool management.

Lifeguard services will be provided from May 20, 2019 through September 30, 2019.

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number and email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with two (2) paper copy and three (3) electronic copy on CD or DVD media disk. VIP responses are to be sent to the State of Delaware and received no later than 11:00 AM (Local Time) on Monday, March 25, 2019. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**Kimberly Jones
Purchasing Service Administrator
Department of Health and Social Services
Procurement Branch
Main Admin Bldg., Sullivan Street
2nd floor – room #257
1901 N. DuPont Hwy.
Herman Holloway Campus
New Castle, DE 19720**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE

1. SERVICE

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Identify which service under Statement of Need you have the capability to provide. In the event a vendor is capable of providing more than one of the services identified, please separate the VIP response by service.

2. EXPERIENCE

Annual orientation should be scheduled with DPC staff. Lifeguard attendance is mandatory.

3. PRICING

Please provide rates for services

*subject To negotiations during contracting

4. EQUIPMENT

DPC Responsibilities

- DPC Maintenance Department will respond to all reported equipment and facilities issues.
 - DPC staff will coordinate with contractor all schedules/hours of operation.
- DPC will provide a staffing ratio of five (5) clients to one (1) staff during pool activities

5. REPORTING

Contractor should adhere to the following guidelines for pool maintenance and safety and document as required to provide reports upon request:

- Schedules for pool coverage and dates of service should be arranged with DPC staff.
- Chlorine levels should be checked hourly and the findings should be documented in a log, (maintain a level of 0.6-1.0). **Add chlorine as necessary.** Contact and Inform DPC Maintenance if chlorine level is LOW.
- Calcium Hardness and Total Alkalinity should be tested weekly.
- Ph levels should be checked and documented Check pH level **every hour** (maintain a level of 7.4-7.6)
- On a daily basis, a check of the filter system & strainer baskets should be completed and cleaned as needed.
- On a daily basis- pump house pipes should be checked for leaks, if any leaks occur inform DPC staff as soon as possible; check pressure-if high inform DPC staff as soon as possible.
- Skim pool hourly and as necessary.
- On a daily basis, contractor should maintain cleanliness of pool deck, bathrooms, pool house etc.
- On a weekly basis, scrub down and clean pool tile and hose down bathroom floors.
- Maintenance checks on all equipment and filters should be documented.
- Any issues with DPC equipment or Facilities should be reported to DPC staff immediately.

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9. INVOICING

Provide details on how customers are invoiced, frequency of invoices, format used and communications means.