



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: December 12, 2019

HSS 20 006

**DELAWARE PUBLIC HEALTH SUBSTANCE USE DISORDER PROJECT SUPPORT  
FOR  
DIVISION OF PUBLIC HEALTH**

Date Due: January 7, 2020  
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 November 13, 2019  
and asked at the Pre-bid meeting on November 20, 2019.

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## RFP HSS 20 006

### DELAWARE PUBLIC HEALTH SUBSTANCE USE DISORDER PROJECT SUPPORT

#### Questions due by 11/13/19 and asked at the Pre-bid Meeting on 11/20/19

1. General Question - Could the state give an indication of the level of effort (labor hours) anticipated for each task?

Answer: No, we really do not have a set amount of hours an evaluation will take. Please see Focus Area Budget chart at the end of this addendum.

2. General Question - Can the state describe current ongoing work on these tasks?

Answer: Yes, we can but not in this meeting.

3. II. Scope of Services, C. Scope of Services; 1. Requisites: Paragraph 1 and 2 Page 5 "Bidders may select any number of projects and submit a bid proposal. Bidders may subcontract a portion or entirety of the awarded project as deemed appropriate but must specify this in detail in the bid proposal. The vendor(s) must appoint a Project Implementation Manager (PIM) who will serve as the single point of contact with strong technical skills." The RFP states that bidders can select any number of projects and that vendors should appoint a PIM. Is it expected that each vendor appoint one PIM to perform all PIM tasks listed regardless of project size and duration?

Answer: Yes, one project implementation manager for each project from each bidder.

4. II. Scope of Services, Focus Areas: a. Community Engagement b. State Substance Use Disorder Focused Efforts First full paragraph Page 8 "Below is a list of projects available for bid: 1) Overdose System of Care (OSOC): 2) State and Community Organizations:" Page 8 "below is a list of the projects available for bid." Can the state clarify if vendors are expected to bid on the two projects described (Overdose System of care (OSOC) and State Community Organizations) separately?

Answer: They can be bid on separately or together. However, all projects bid on must be submitted in only one proposal from each bidder. The projects must be identified separately within the proposal.

5. II. Scope of Services, Focus Areas: a. Community Engagement c. Education First full paragraph 10 through 13 "The selected vendor(s) will guide OHCRs education-focused projects informing the community and providers about Substance Use Disorder and how to mitigate the risks associated with Substance Use Disorder." Page 10 – 13 lists three types of educational projects. Can the vendor bid on these separately or should the three be combined in one bid?

Answer: They can be bid on separately or together. However, all projects bid on must be submitted in only one proposal from each bidder. The projects must be identified separately within the proposal.

6. II. Scope of Services, Focus Areas: a. Community Engagement c. Education First full paragraph Page 11 The vendor will conduct a pilot program with one or two school districts in the state to develop or revise the content of their well center curriculum..... Is the state able to share information about the current substance use curriculum, including the number and length of curriculum sessions?

Answer: In the RFP, on Page 11, it states that a needs assessment was done on school wellness center curriculum, we are able to share information about the results with the selected bidder.

7. II. Scope of Services, Focus Areas: a. Community Engagement c. Education 2nd entry in Page 12 "Implementation of approved curriculum at identified school districts" Can the client clarify the vendor's role, if any, in identifying, hiring, training, and supervising implementers for the curriculum pilot?

Answer: We will be working with the school district to see what support they need; It will be based on the school district capabilities themselves.

8. II. Scope of Services, Focus Areas: a. Community Engagement c. Education First full paragraph Page 11 The vendor will conduct a pilot program with one or two school districts in the state to develop or revise the content of their well center curriculum..... If an existing evidence-based substance use curriculum aligns with the needs assessment findings, would it be acceptable for the vendor to recommend the implementation of that curriculum, rather than revising the wellness centers' existing curriculum?

Answer: Yes, that would be acceptable.

9. II. Scope of Services, Focus Areas: a. Community Engagement c. Education Table School Based Curriculum - Reporting Requirements: Page 11 through 12 Can the client clarify what types of data/information, if any, they would like for the vendor to collect, analyze, and report from the pilot of the revised curriculum?

Answer: Process outcomes; the evaluation will be coordinating with evaluation vendor for the grant; to set the evaluation criteria.

10. II. Scope of Services, Focus Areas: a. Community Engagement c. Education Table School Based Curriculum - Reporting Requirements: Page 11 through 12 If the vendor is required to analyze and report pilot data/information, what is the timeline for this?

Answer: For the length of contract we will be evaluating each of the projects.

11. II. Scope of Services, Focus Areas: a. Community Engagement c. Education Last bullet in table 11 through 12 "In collaboration with stakeholders, identify new content of new curriculum around substance use disorder". Based on the client's experience working with Delaware public school districts, would the school districts need to review/approve curriculum changes or pilot study data collection instruments? If so, about how long do these approvals typically take?

Answer: Yes, the school districts are in charge of approving the curriculum. We are not sure about the length of the approval process within the school districts.

12. II. Scope of Services, Focus Areas: a. Community Engagement c. Education Table School Based Curriculum - Reporting Requirements: Page 11 through 12. Can the client confirm the projected time period for pilot implementation of the revised curriculum?

Answer: We are hoping to see implementation of the curriculum in the school districts by August 2022.

13. IV. Professional Services RFP Administrative Information, Table of Criteria 26 Inclusion of ACA Safe Harbor Additional Fees. Does the ACA Safe Harbor Fees apply to subcontractors? If so, how should this be addressed in the proposal?

Answer: It may apply, but it depends on the agreement you have with our subcontractor.

14. In addition to face-to-face, are there other methods of academic detailing that would be acceptable (for example, webinar and telephonic meetings)?

Answer: Those examples would be allowed; however, we prefer face to face.

15. Is the academic detailing component of this RFP new to this project?

Answer: No.

16. What is the estimated number of providers who will receive academic detailing? Approximately how many sessions per quarter are anticipated?

Answer: We are hoping to reach out to prescribers classified as “problematic” or “outlier prescribers”, between 70-100 Providers a year, reach as many as we can. We will measure success by the number of providers who are recruited and participating in any capacity, rather than number of sessions performed.

17. Will DHSS provide a list of outlier providers and providers in high risk areas that are candidates for academic detailing?

Answer: Yes, the list will be provided to the selected vendor.

18. Are pre/post surveys currently being conducted with providers who complete academic detailing?

Answer: Yes.

If so, please describe how those are being administered – are they being administered at the time of the academic detailing sessions?

Answer: Yes, they are administered at the time of the academic detailing sessions.

19. Can the pre-bid meeting be attended remotely, either by phone or via Skype/Zoom?

Answer: No.

20. How many Overdose System of Care (OSOC) subcommittees are there?

Answer: Two subcommittees currently, we hope to have additional committees in the next year or two.

21. How often does the OSOC and each subcommittee meet?

Answer: OSOC Quarterly; 1 subcommittee is meeting biweekly and the other is meeting monthly.

22. What is the available funding for these project goals? Does each of the four focus areas have a different funding amount, or is it one lump sum that will be spread evenly across all four?

Answer: All of them are separate funding opportunities.

23. Relating to Appendix A, Paragraph 3, p. 61, "Pricing as identified in the solicitation" - What is the total amount of grant funding awarded to support the activities being evaluated?

Answer: Various budgets for each project; evaluation budget is about \$165,000 annually (12mos).

24. Section II C.1., Paragraph 1, Page 6 Vendor will support any training needed to support work related to emerging concepts. Define "emerging concept"?

Answer: Emerging Concepts are defined as new ideas, new approaches, new proposals from the CDC to pursue innovate work under the collaborative agreement with the CDC.

25. Section II.C.2.c.2 Paragraph 4 and 5, Page 11 Identify one or two school districts/ facilitate meetings with selected school districts. Does the vendor identify the school district(s)?

Answer: Yes, the vendor will identify the school districts in collaboration with other State Agencies.

26. Section II.C.1 Paragraph 12, Page 6 "...prepare and deliver presentations and written reports on projects" The frequency of written reports is clearly defined in the "Reporting Requirements" table on pg. 7. For budgeting purposes, what is the frequency / volume of presentation delivery?

Answer: This will be as needed based on the project.

27. Section II.C.2.c.1 Paragraph 5, Page 10 "...industries such as install, maintain and repair...". Please further define/clarify this specific industry?

Answer: 2017 Mortality Surveillance report where there were results indicating higher prevalence of overdose in "Blue collar" worker industries, such as installation, repairs and maintenance industries.

**28.** Section II.C.2.c.1 Paragraph 2, Page 11 "Deliver education to high-risk occupation groups". Can you confirm this is in person education delivery? Also, what is the targeted # of sessions delivered?

**Answer:** Does not need to be in person. Hoping to work with unions, larger employers to see if we can implement education and awareness, it could be educational materials, webinars or linkage to existing opportunities. As was stated in the answer to Question 16, we will measure success by the number of providers who are recruited and participating in any capacity, rather than number of sessions performed.

**29.** Section II.C.2.c.3 Paragraph 2, Page 12 Vendor will update the curriculum as appropriate and add new modules and training sessions as directed...Is there a number of new modules that are expected?

**Answer:** No, new modules may be added to the curriculum as emerging needs arise.

**30.** Section II.C.2.c.3 Paragraph 9, Page 12 Pursue efforts to certify AD for CME credits. The expectation on pg. 12 in the "Reporting Requirements" table is that by end of year 1, "Obtain CME accreditation of AD modules", but the responsibility is to "pursue efforts to certify AD for CME". Is there an expectation to include CME accreditation in the proposal/budget, or is the expectation to simply explore the possibilities/needs?

**Answer:** We are hoping to get a full accreditation with the Medical Society of Delaware or may be pursued as the effort.

**31.** Section II. C. 1 Paragraph 1, Page 5 "Bidders may select any number of projects and submit a bid proposal." Please clarify or define what is considered a project. For example, is a focus area considered a project inclusive of all sub-areas? Or are all sub-areas within a focus area considered a project?

**Answer:** We have focus areas and they have projects associated with them. Bidders are allowed to bid on one or more project(s) within a focus area. There is to be only one proposal submitted by each bidder, but the proposal must clearly separate the focus areas and projects being bid on within the proposal.

**32.** Section II. C. 2. b. 2 Paragraph 1, Page 9 "DPH wishes to create a comprehensive list and analysis of all....." Does the list need to be publicly available after being created?

**Answer:** We are hoping to help create a list of services that currently does not exist.

If so, where and how is this to be made public or disseminated?

**Answer:** Yes, there is a possibility that the list can be made public in the future. But at tis time we are looking for tis information for internal purposes to help guide our efforts.

33. Section II.C.3 Paragraph 2, Page 14 The detailed budget for each funding period should itemize expenses of the project(s) ... Is the vendor to submit detailed year one budgets only?

Answer: Yes.

Does vendor need to submit detailed budgets for years 2 through 5?

Answer: No.

If 5 years of budgets are required, would applying an escalation factor to the year 1 total price be allowable based on the assumption that the activities would be the same for all years since only one year of technical is required and activities may change over the option years of the project?

Answer: Not applicable.

34. Section II.C.3 Paragraph 2, Page 14 Budget proposals "Please provide further instructions or guidance for the pricing submission. Such as:

Is there a specified format that should be used to submit the budget?

Answer: No.

Is a budget justification required?

Answer: Yes.

35. Section II.C.3 Paragraph 2, Page 14 Budget proposals. Is there an award amount range that DE DPH would consider acceptable for this work effort?

Answer: Each project does have a budget range, please ask those questions today if you have them.

36. Project Proposal Requirements Page 6 Issue: Clarification of "vendor will fund any training" (2nd bullet). Does this requirement refer to training of contractor staff? Or Delaware agency staff?

Answer: Contractor staff.

37. Community Engagement 1) CRTs Page 7 Issue: Number of CRTs that contractor will work with. How many CRTs are in the three Delaware counties?

Answer: 3 Community Response Teams (CRT) are currently established.

Will additional CRTs be added to the project during the performance period?

Answer: Yes, as applicable for enhancing the CRTs teams.

**38. 2.a. Community Engagement 1) CRTs Page 7 Issue: Status of the plan for CRTs: Has the plan for CRTs been developed?**

**Answer: Yes.**

If yes, will that plan be available to bidders during the proposal period?

**Answer: No.**

Does the plan include CRT procedures?

**Answer: Yes.**

If no, have those procedures been developed?

**Answer: Plans have been developed.**

**39. 2.a. Community Engagement 1) CRTs Page 7-8 Issue: Volume of CRT Responsibilities/Tasks. Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days, and/or number of activities such as training sessions).**

**Answer: We don't have an answer for the total person-days and activities. Support for CRTs budget is \$330,000.**

**40. 2.a. Community Engagement 1) CRTs Page 7-8 Issue: Current support to CRTs. Is any vendor currently providing support to the CRTs?**

**Answer: Yes.**

**41. 2.b State SUD Focused Efforts 1) OSOC Page 8-9 Issue: Volume of OSOC Responsibilities/Tasks. Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days, and/or number of activities such as training sessions).**

**Answer: Quarterly meetings, subcommittee's coordination meeting scheduling, minutes, etc...budget is \$150,000 support in managing the committees.**

**42. 2.b State SUD Focused Efforts 2) State and Community Organizations Page 9-10 Issue: Clarification of analysis tasks— "Vendor will be responsible for analysis of programs to identify gaps, success rates, and areas for improvement." Will the vendor be responsible for identifying "areas for improvement" for every program identified?**

**Answer: No.**

Or just for programs already reporting to the state?

**Answer: We will like to identify gaps in services the State does not have, such as wrap around services. How that can be identified as a need, can be included in your proposal.**

43. 2.b State SUD Focused Efforts 2) State and Community Organizations Page 10 Issue: Selecting best practices and preparing documents. Does OHCR have criteria for selecting best practices?

Answer: No.

How many best practice documents does OHCR anticipate?

Answer: At least 2 or 3.

44. 2.b State SUD Focused Efforts 2) State and Community Organizations Page 10 Issue: Volume of OSOC Responsibilities/Tasks Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days, and/or number of activities such as training sessions).

Answer: Total annual budget is \$150,000.

45. 2.c Education 1) Community Education for High-Risk Occupational Groups Page 10-11 Issue: Delivery of education and/or a campaign. Will the vendor deliver education sessions and/or a targeted campaign? Responsibilities/Tasks calls for “deliver education” but Reporting Requirements calls for “concept development for targeted campaign.”

Answer: Depends on the circumstances and groups we are working with.

46. 2.c Education 1) Community Education for High-Risk Occupational Groups Page 10-11 Issue: Volume of Responsibilities/Tasks Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days, and/or number of activities such as training sessions).

Answer: Annual budget is \$223,000.

47. 2.c Education 2) School-Based Curriculum Page 11-12 Issue: Prior needs assessment. Will the needs assessment results be available to vendors during the proposal development period?

Answer: No.

48. 2.c Education 2) School-Based Curriculum Page 11-12 Issue: Evaluation of results Is the vendor expected to evaluate results of the pilot?

Answer: Yes, in coordination with evaluator.

49. 2.c Education 2) School-Based Curriculum Page 11-12 Issue: Volume of Responsibilities/Tasks Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days, and/or number of activities such as training sessions).

Answer: Annual budget is \$150,000.

50. 2.c Education 3) Academic Detailing Page 12-13 Issue: Status of current curriculum. Will any evaluation data on the five modules be made available to vendors during the proposal period?

Answer: No.

51. 2.c Education 3) Academic Detailing Page 12-13 Issue: Volume of Responsibilities/Tasks Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days, and/or number of activities such as training sessions). Also, how many providers does OHCR anticipate will participate?

Answer: Annual budget is \$300,000; targeting 70-100 providers.

52. 2.d. Grant Evaluation Page13-14 Issue: Status of current grant evaluation. Will OHCR share the current evaluation system with vendors during the proposal period?

Answer: We are not able to share during the proposal period because we don't have an evaluation plan yet. We will have an evaluation plan that will be approved by the CDC and will be shared with the selected bidder.

Has OHCR identified changes/improvements needed for the current system? If yes, will OHCR share that information with vendors during the proposal period?

Answer: No, will not share, but any information that is being asked is guided by CDC, the grantor.

53. 18 2. d. Grant Evaluation Page 13-14 Issue: Volume of Responsibilities/Tasks Please provide guidance on the level of effort for this focus area (e.g., total budget, total person-days). What is the total number of grant programs to be evaluated?

Answer: Annual budget is \$165,000. All of the grant efforts need to be evaluated. There are currently around 20 projects running, and some that are still being established.

54. Criteria Weight Page 25 Issue: Organization of proposal. Does the Government prefer vendors to structure/organize their proposal sections using the structure given for the evaluation criteria?

Answer: Yes, associate the proposal based on the order in the RFP.

55. C. Scope of Services 1. Requisites Page 5 Issue: Focus of bid proposals. Can vendors submit proposals for subsections of a focus area, for example, a proposal just for 2.B.1) and not for 2.B.2)?

Answer: Yes, you can bid on one project under the focus area.

Or must a proposal include all the projects within a focus area?

Answer: No, you can bid on one project under a focus area.

56. Can you explain the selection criteria: "The degree to which the bidder demonstrates the potential ability to recruit, hire, schedule, and train qualified applicants." What does that mean?

Answer: We would expect the company will have the ability to hire staff and get them trained and onboarded.

57. Related to Academic Detailing, who developed the existing modules?

Answer: It was developed by OHCR and in collaboration with vendor that was contracted with.

Are you able to name the vendor?

Answer: Yes, Quality Insights.

58. The proposal you submitted to the CDC has to include the evaluation plan?

Answer: Yes, Evaluation plan is with CDC and it will be improved on by March 1, 2020 and it will allow for tracking the projects once completed to report to the CDC.

Has the CDC provide outcome measure?

Answer: The CDC has recently scheduled webinars/ meeting to establish outcome measures for March 1, 2020.

59. Academic Detailing: Is there a vendor in place to support the development of the evaluation?

Answer: Yes, Inciter

60. Academic Detailing: Can you submit a proposal for a portion of a project, like revision?

1. Answer: No, the curriculum is completed and will be reviewed as part of the project. If the question is, can you submit a proposal to just review and edit the curriculum for academic detailing. The answer is no.

61. Is there a sample online or for review?

Answer: Please refer to [helpsherede.com](http://helpsherede.com), provider section and subsections, they were used to create our curriculum.

62. Academic Detailing: Are there detailer in place or will the vendor be hiring new detailer and training or using existing?

Answer: We believe the vendor does have existing detailers trained.

Will the new vendor inherit the existing detailer?

Answer: No, the detailers are property of the vendor.

In my proposal would it be fair to include hiring and training detailers?

Answer: Yes.

63. Did you give a budget for the school-based project?

Answer: It is about \$150,000

64. Evaluation: page 13 OHCR will “Conduct surveys, focus groups, and any other evaluation specific activities as defined by OHCR.”? So, all the methodology will be detailed?

Answer: The CDC will tell us what they will like to see and ask the evaluator to align to those outcomes in the plan and also for each project.

65. Academic Detailing; material updating; annual or as needed. At the start of the project will revisions be expected immediately?

Answer: No.

66. Submission: does the proposal needs to be in a folder / envelope?

Answer: If a bidder is bidding on more than one project, there can be only one proposal submitted from each bidder. The projects must be in the same proposal but separated and easily identifiable. The entire proposal must be submitted in one box or envelope with the RFP number and the name of the bidder on the outside.

67. Current modules of the Continuing Medical Education (CME), the current modules are not CME accredited?

Answer: No not yet.

Is accreditation acceptable outside the State of Delaware?

Answer: We would strongly prefer accreditation in the State of Delaware

68. Surveys for Academic detailing, you said they currently exist and are being administered, will the new vendor be expected to develop new surveys?

Answer: Possibly, the surveys that currently exist may need to be reviewed and updated if warranted to do so.

69. What is the period of performance?

Answer: 12-month contracts.

70. Is the academic detailing expected to start March 1 as well?

Answer: Yes

71. The contracts will be beginning on March 1 and the evaluation plan is approved on March 1?

Answer: CDC plan will be due on March 1 for review. The current vendor, Inciter has a contract that ends on February 28, 2020. Keep in mind they are tentative dates and things can happen.

72. Evaluation: Is there a federal evaluation by CDC?

Answer: The CDC has an evaluation officer assigned to our state to help us with the evaluation of our grant. CDC also began awarding separate grants for evaluation activities on this grant and Delaware. To our knowledge no one has been awarded to evaluate our projects.

Is there an expectation the separate evaluator will work with federal evaluator?

Answer: No, any evaluator will need to have a conversation with OHCR and that evaluation would be completely different. It will be voluntary. Not related to our grant at all.

73. Will CDC evaluator come to Delaware?

Answer: No answer for that. No entity has been awarded.

74. Will the State evaluator team need to coordinate with the federal cross-site team?

Answer: No, it's only working with Delaware

75. What is the budget for State and Community Organization?

Answer: This will be \$100,000; the budgets will be provided for all focus areas.

76. Can a vendor apply if outside of Delaware?

Answer: Yes, but they must have a Delaware business license.

77. Can we see the plan that Inciter is working on?

Answer: We are currently working on it so there isn't a point to look at it at this time.

78. Academic Detailing: Related to the outlier prescribers for the first-year detailing is 70-100 prescribers, is this expected for the following year as well and how many?

Answer: The outliers are identified by the Division of Professional Regulations, Prescription Monitoring Program, the list is generated based on a formula that provides a list. We do expect that some will be new, and others will be reoccurrences but how many we are not sure.

Are you expected 1 session or multiple sessions?

Answer: We would like to have at least 1 session for each prescriber.

If we propose multiple sessions is that going to be held against the vendor?

Answer: We cannot answer that.

Focus Areas Budget:

Focus Areas	Budget
<b>a) Community Engagement</b>	
i) Community Response Teams	\$330,000
<b>b) State Substance Use Disorder</b>	
i) Overdose System of Care	\$150,000
ii) State and Community Organizations	\$100,000
<b>c) Education</b>	
i) Community Education for High-Risk Occupational Groups	\$223,000
ii) School-Based Curriculum	\$150,000
iii) Academic Detailing	\$300,000
<b>d) Grant Evaluation</b>	\$165,000