

**QUESTION**

**ANSWER**

Does this project have an incumbent vendor and, if so, which vendor?

The University of Delaware

Are the services in this solicitation continually needed, even beyond the term of the resulting contract, and therefore may be bid out again?

Yes

Do you anticipate extending the bid due date?

No

What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

No additional information can be given at this time.

Was this bid posted to the nationwide free bid notification website at [www.mygovwatch.com](http://www.mygovwatch.com)?

No

Other than your own website, where was this bid posted?

This website is the only place where the bid was posted.

How many total surveys will be conducted? I am assuming 3 surveys per person per year. (Face-to-face, Family or Guardian and Staff Stability Surveys)

The total number of surveys completed each year changes depending on the total sample size for each survey.

What is the latest census estimate of Developmentally Disabled clients ages 18+?

Approximately, 3707 in the State of Delaware

How many Developmentally Disabled 18+ clients that receive case management and one additional paid service in Delaware?

Approximately 2512

Are the Counties contiguous?

Yes

How many surveyors are currently performing these surveys?

Five (5)

## QUESTION

## ANSWER

Is the Vendor responsible for contacting the support coordinators/case managers to collect Background Information? If so, will there be a central liaison with whom the vendor communicates with to collect the Background Information from support coordinators/case managers? If there is no central liaison, how many support coordinators/case manager agencies would the vendor work with for the collection of Background Information?

DDDS will supply all the contact information for the appropriate case management entity and the vendor will be responsible for communicating with the case managers to collect the necessary information. The Vendor will be responsible for collecting the Background Information from the Electronic Health Record.

Considering the size and scope of this work, will a \$2,000,000 per aggregate limit be acceptable instead of a \$3,000,000 per aggregate limit?

The insurance caps are standard for all contracts; however, vendors can submit an exception form.

Is there an Internal Revenue Board process associated with the project?

No

What strata (e.g. counties, agencies) will be included in the sampling plan?

At minimum, by those receiving residential habilitation vs. living at home with family/caregiver; county

Is there a minimum amount of shadowing for each surveyor? Is there flexibility about the first month shadow requirement?

There is no minimum but the purpose of the shadowing is to ensure the surveyor is following the process and protecting the integrity of the survey. Shadowing must be done in the first month and there is no flexibility.

Will verbal or written consent be required prior to interview participation? If written consent, can you describe the anticipated written consent process?

Yes, consent must be given prior to the interview. The vendor can send/collect the consent to the guardians prior to the interview, collect written consent at the time of the interview and if needed, collaborate with the case manager or provider for assistance.

## QUESTION

## ANSWER

Can you provide more information regarding the communication with participants and potentially legal guardians? Will the vendor be responsible for the mailing of notification letters to participants and/or legal guardians, explaining the project and alerting them to the possibility of a phone call from an interviewer?

Each year, DDDS creates a letter explaining the NCI survey and the vendor is responsible for the mailing. Additionally, the vendor can create flyers, post cards, etc. to communicate survey details to individuals, families, and legal guardians. All communication, flyers, etc. are approved by DDDS prior to the vendor mailing, etc.

Appendix B, Section D. Service Activities, Paragraph 5, Page 51.  
Provide interpreter and/or translator services, as applicable; the vendor is responsible for this cost. Is there a preferred vendor that the state uses?

There is no preferred vendor for interpreter and/or translator services.

In previous years, only state staff were able to attend the annual NCI meeting. If the vendor representative is not able to attend, is the vendor still responsible for cost for the state representative? Can any key staff from the chosen vendor attend, or must the assigned Project Coordinator/Manager attend?

Vendor staff can and must attend the annual conference with approval from DDDS. The vendor is responsible for building the cost of the travel for the vendor staff and state staff to attend this conference into their budget each year.

Appendix B, Section D. Service Activities, Paragraph 8, Page 51.  
Collaborate with ID/DD stakeholder groups to inform them and prepare them for the rollout of NCI in the state. Can a list of stakeholders be provided? What role do they play in the NCI project?

DDDS updates the stakeholder groups on the progress of on-going surveys, shares appropriate data, and collaborates with the stakeholders to prioritize initiatives. Stakeholders include families, service recipients, providers, advocacy groups, self advocates, local education agencies, etc.

Can the vendor propose alternative timing of data entry into ODESA?

The timelines are established by the National Association of State Directors of Developmental Disability Services (NASDDDS) and the Human Services Research Institute (HSRI)

What are the criteria that will trigger security clearance? If security clearance is required, can you describe the process, timeline, and cost?

Background checks are required and performed by the State Police Bureau of Identification.

## QUESTION

Will the state consider some type of electronic submission (e.g. email) only if sheltering in place is still widespread across the US?

For submission, given the challenges and restrictions with COVID-19, is there instead a secure on-line mechanism for submitting proposals or do we still need to submit as stated in the RFP (i.e., both hard copies and electronic copies).

On Page 50 – “Recruit staff to enter the Background Information data for the In-Person Survey into the Online Data Entry Survey Application (ODESA) system.” Does this refer to all Background Information or just the information required to allow DDDS staff and its contracted case managers to enter complete Background Information data.

Is there a plan to extend the proposal due date to after 5/15?

Will original signatures and notary marks be required since the Governor’s Stay-at-Home Order is in effect?

Provide response to Employing Delawareans Report. This is located in the Minimum requirements in Section III, but not listed in Attachment A – Minimum Mandatory Submission Requirements. Is this required for submittal? If so, where can vendors locate the report to respond to it?

## ANSWER

Considering COVID-19 and Shelter in Place restrictions, the State of Delaware intends to make changes to the submission requirements of this RFP. Please check the website frequently for updates.

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This refers to all Background Information.

Proposal due date is May 12, 2020, the state does not plan to extend it.

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All minimal submission requirements are listed in Attachment A.

## QUESTION

Each proposal must be submitted with five (5) paper copies and six (6) electronic copy on CD or DVD media disk. With the COVID-19 Pandemic, many companies are having their employees work from home and don't have access to large printing and reproduction equipment. Will DDDS change the requirement to allow for electronic submittal of proposals only?

Is it DDDS' intention to have oral presentations, or will this likely be awarded based on vendor proposals? If oral presentations are likely, how soon after notification should vendors be prepared to present?

Does DDDS have a particular place in the proposal we should provide this table on supplier diversity? We assume with the Subcontractor Information form, but want to be sure

Is it the intent of DDDS to include Liquidated Damages in any resultant contract?

Will we be provided with a list of providers and contact information for the staff turnover survey?

Develop and submits a plan that identifies sampling techniques, stratification parameters, population sizes, and methodology for data aggregation. How and when will DDDS provide the data we need to select samples for the in-person and mail out surveys?

## ANSWER

Considering COVID-19 and Shelter in Place restrictions, the State of Delaware intends to make changes to the submission requirements of this RFP. Please check the website frequently for updates.

There will be no oral presentations.

The Supply Diversity can be addressed in the transmittal letter.

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

Yes, the selected vendor would receive a list of current providers and contact information.

This is a collaborative effort between the vendor and DDDS and usually starts in August of each year.