



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: September 30, 2020

HSS-20-052

Emergency Response Systems

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: **October 30, 2020**

By **11:00AM Local Time**

ADDENDUM # 1 – Questions & Answers

PLEASE NOTE:

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

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HSS-20-052 - Emergency Response Systems
Questions & Answers

1. Do you anticipate extending the bid due date?
No, all bids are due on October 30, 2020 at 11:00 AM (EDT)
2. 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?
All bids received will be subject to the [RFP Evaluation Process](#) as detailed on Page 10 of the Request for Proposal (RFP) bid, HSS-20-052.
3. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?
No, the bid was advertised on the State of Delaware Procurement Portal located at: mymarketplace.delaware.gov
4. Does the Division have an estimate on the population size, or the planned annual utilization level?
The Division for Services for Aging & Adults with Physical Disabilities (DSAAPD) plans to dedicate approximately \$240K of funding for the Emergency Response Systems (ERS) service for the July 1, 2021 – June 30, 2022 contract year. This funding would be divided between the vendors selected from the HSS-20-052 awarded bidders.
5. Will DSAAPD be the entity that reimburses the provider for each system installation for each participant?
No, the possible reimbursement rates are detailed in the RFP, under section 3.0 of [Appendix B](#). It is expected that installation costs are not charged for this proposed service contract.
6. Will DSAAPD be the entity that reimburses the provider for the monthly system monitoring for each participant?
DSAAPD will be reimbursing providers via monthly invoice submissions.
7. How many systems does DHSS anticipate issuing and/or monitoring in any give calendar year?
Currently, DSAAPD reimburses for approximately 800 Emergency Response Systems (ERS) units annually.
8. Will DSAAPD be responsible for any false alarm costs associated with the State of Delaware's "Cry Wolf" legislation?
DHSS does not pay costs or fines incurred by vendors or participants, including those associated with false alarms. The provider should explain to each participant how the ERS activation process works, with the provider contacting local emergency services on the participant's behalf, so that the participant is aware that if they do not respond to the provider emergency personnel will be dispatched. The provider should make the participant aware that the provider should be notified of false or accidental activations immediately to ensure that emergency personnel are not dispatched to the home.

Providers should be aware that participant ERS activations will not always be associated with an emergency and be prepared to respond appropriately. Participants may activate their ERS due to social/emotional needs and simply need to hear a friendly voice.

Providers should communicate with the participant's assigned case manager if non-emergency activations occur frequently, so that the case manager can follow up with the participant as appropriate.

9. Page 12 – Yes/No questions 1 – 3 – question #3 “Does the bidder have a written inclusion policy in place?”. What is the definition of “written inclusion policy”?

Inclusion policy means that in an organization all individuals are treated fairly and respectfully and have equal access to opportunities and resources to contribute to an organization's success.

10. Appendix B – page 41 – 1.2 requires that the response center must be “operated by trained staff that is responsible for ensuring a response is provided to meet the emergency”. What is intended and/or required by this statement. What specific training and/or certification is required by the response center staff?

DHSS has not established specific training and/or certification requirements for response center staff. The expectation would be that the provider ensures that response center staff are appropriately trained to interact with older adults and adults with disabilities in the event of a physical, emotional, or environmental emergency and provide a response that meets the emergency.

11. Appendix B – page 41 – 3.1.1 and 3.1.2 – define monitoring services via traditional Landline transmission or POTS. There are very little traditional “landline” services still in place today, many falsely believe they have a POTS landline, which is actually a VOiP line provided by Verizon or Comcast. The VOiP lines are far less reliable for alarm transmission. Will a response be accepted that does not include monitoring service for traditional Landlines, or 3.1.1 and 3.1.2?

Responses will be accepted, but ability to meet service specifications is considered when evaluating proposals. Participants who have traditional landlines may still exist in Delaware. As stated in the ERS service specifications, landline remains a service option for participants.

12. Appendix B – page 41 – 3.1.7 – explains that the Extra Pendant is “a non-reimbursable Service Unit” – what does this mean?

DSAAPD expects that any “Additional/Extra Pendant” be provided free of charge. DSAAPD would only request the “Extra Pendant” option for a spouse or companion of a person that already has a DSAAPD funded ERS unit within the same household.

13. Appendix B – page 42 – 6.6 defines that the provider “must educate the participant on the operation of the system”, commonly referred to as “training”. What is an adequate training expectation – 1 hour? Often training, and re-training, can become cumbersome tasks in residential applications, especially with older citizens and technology.
DHSS Providers should be prepared to adequately train participants who may not be tech savvy regarding operation of the ERS system. One hour is a reasonable estimate for adequate training, but the amount of time required will vary with the individual. Providers should communicate with the DSAAPD case manager regarding any individual whose capacity to understand how to operate the ERS appears to be in question.
14. Appendix B – page 42 – 6.12 – defines that the participant will be responsible for paying for lost or damaged equipment.
Will the provider be able to run credit reports on participants?
No, it is not expected that the provider will run a credit report on the DSAAPD ERS Program Participant.
Will DHSS provide any collections support for participants unwilling or unable to pay for lost or damaged equipment?
No, DSAAPD does not reimburse for lost or damaged equipment, however historically, providers of ERS service for DSAAPD have not experienced a high amount of lost or damaged equipment.
15. Appendix B – page 42 – 6.13.2, 6.13.3, & 6.13.4 define the provider as responsible for notifying the DSAAPD case manager within 2 days of a participant hospitalization, change or address, or death. How would the provider know these details within 2 days?
The specifications state the following, in 6.13: “The provider must notify the DSAAPD case manager within two (2) working days when it becomes aware ...”. If the provider becomes aware of these types of events, they must report these events to the DSAAPD case manager within two days so that the case manager can take appropriate responsive action. The provider is not responsible for reporting an event that the provider was/is unaware of.
16. Appendix C – defines “service unit rates” what is the definition of “service unit rate”? Would this encompass the installation of the system or only the monthly expense of the monitoring?
Per Section 3.1 of [Appendix B](#) of HSS-20-052, the definition of the reimbursable Service Unit are as such:
[Landline](#) - A monthly landline equipment rental and monitoring cost.
[Landline with Fall Detection](#) – equivalent to the Landline unit, but includes Fall Detection technology.
[Cellular](#) - A monthly cellular/wireless equipment rental and monitoring cost
[Cellular with Fall Detection](#) – equivalent to the Cellular unit, but includes Fall Detection technology.
[Mobile with Global Positions System \(GPS\)](#) – A monthly wireless equipment rental and monitoring cost that includes GPS technology (to identify the location of the program participant).
[Mobile with Global Positions System \(GPS\) with Fall Detection](#) – equivalent to the Mobile Unit,

but includes Fall Detection technology.

Extra Pendant – this is a non-reimbursable Service Unit used (for tracking purposes) for a spouse or significant that is utilizing the service of a current household ERS service subscriber.

If a provider has different technology to offer, the provider should highlight any and all ERS units options that would achieve the Service Goal as described in Section 2.0 of Appendix B.

17. Total number of PERS units the contract specifies.

Please see the answer to #4. Depending on the rates offered will determine the amount of ERS units that can be reimbursed with the planned \$240K annual funding.

18. The number of Landline PERS systems with and without fall detection.

In the month of August 2020, DSAAPD reimbursed for 437 Landline ERS units.

19. The number of cellular PERS systems with and without fall detection.

In the month of August 2020, DSAAPD reimbursed for 343 Cellular ERS units.

20. The number of GPS (Mobile) PERS systems with and without fall detection.

In the month of August 2020, DSAAPD reimbursed for 154 GPS ERS units.

21. Who is the incumbent PERS provider for the state of Delaware's current PERS contract?

DSAAPD currently has three (3) contracted ERS providers (ADT, GTL-Link to Life, and Phillips Lifeline)

22. Will you still be holding the Pre-Bid Zoom Meeting on September 23rd at 10:00am? If yes, how can we register for this?

No, there is no Pre-bid meeting scheduled for this RFP.

23. Is the Appendix C, Budget Workbook the Excel Spreadsheet labeled BW-ERS?

Yes, that is correct

24. On the Excel sheet, there is a box labeled Planned Funding. Can you be more specific on what this means?

Once a provider is awarded the opportunity to contract with DSAAPD, DSAAPD will inform the provider to the offered portion of the available funding. For this bid submission, providers can leave the Planning Funding section blank.

25. What do you project is the scope and size of the population and/or utilization on a monthly or annual basis?

With the planned funding for the July 1, 2021 – June 30, 2022 calendar year, DSAAPD plans to reimburse for approximately 800 Emergency Response Systems (ERS) units on a monthly basis.

26. Do we need to run the background checks with the DE Sex Offender Central Registry before submitting the RFP or only if awarded?

That requirement is only needed once a contract has been awarded to a provider.