

05-14-14

TO: ALL OFFERS

FROM: Barbara Boese
DVR Contracts Administrator

SUBJECT: ADDENDUM TO INVITATION TO BID - CONTRACT NO. DOL_14002 Job
Coaching & Related Services for ASL Hearing Impairment Individuals

ADDENDUM #1

On May 13, 2014 Bidder's Conference the following questions were asked:

- 1. What is the current count for DVR eligible clients who are deaf and hard of hearing who require American Sign Language support statewide and per county?**

DVR Response: There are approximately 240 DVR eligible deaf and hard of hearing clients statewide. 25 are located and are active with the Georgetown, Sussex County DVR Office. 99 are located and are active with the Dover, Kent County DVR Office. New Castle County is divided by Wilmington and Newark DVR Offices. Wilmington is currently serving 78 persons and Newark is currently serving 38 persons.

- 2. Please quantify the number of services under this RFP solicitation?**

DVR Response: There are 4 separate services. They are as follows:

- Job Development, Placement and Retention for Individuals with Hearing Impairment using ASL
- Job Coaching with ASL Communication
- Supported Employment
- Community Based Work Assessments (added as a result of the Bidder's Conference on May 13, 2014)

- 3. For the ASL services being sought there does not appear to be a provision for community based work assessment services. Is this service being requested?**

DVR Response: DVR desires to add Community Based Work Assessment (CBWA) services to the RFP at this time. CBWA services was omitted as an oversight. Bidders interested in bidding on this 4th service are directed to include in their proposal in Appendix B their response to the following Scope of Work and Technical Requirements per the Instructions and labelled as follows:

INSTRUCTIONS:

Describe how you or your agency shall provide and document the service deliverables below by method, frequency, program description, service components, linkages with other services (e.g. transportation, adaptive equipment) and identify who (by Job title) will be responsible for service delivery.

B. DESCRIPTION OF VOCATIONAL SERVICES

4. Community Based Work Assessment (CBWA) with ASL Communication

a. Program Description

The vendor shall provide community based work assessments to clients referred by DVR. The purpose of the assessment is to evaluate client's level of performance relative to identified integrated employment in the community. Vendor shall provide an overview of any equipment and tools used in the particular job. The Vendor shall secure locations to provide the assessment; and develop specific assessment objectives for the client referred. The Vendor shall address the following dimensions, and document the results, according to DVR standards:

- i. Does the person have the skills and abilities required to perform their preferred work activities?
- ii. Are there limitations that impact the person's job performance not previously noted by the rehabilitation counselor?
- iii. Describe client's interpersonal interaction with supervisors and co-workers.
- iv. Can the person transfer learning from one task to another?
- v. Identify job tasks the individual performs well.
- vi. Describe the individual's family and natural support system and how it support or fail to support employment goals?
- vii. Identify all areas of concern that must be addressed relative to the client and document in a written report, as well as discuss as needed with the DVR counselor.

b. Service Components

The Vendor will provide the client with real work experiences (3-4 work experiences) in the community lasting a minimum of four (4) hours each to ensure the individual sufficiently understands all the requirements of the job, and has an opportunity to demonstrate performance of those job duties.

Community Based Work Assessment site/location operational definition: Paid work experiences, internships and volunteer experiences are considered community based assessment sites with the condition that the positions and job duties the client is being assessed in are equivalent to the job duties and positions for paid employees within the same assessment sites(place of employment).

c. Fee Schedule Payment

Compensation shall be paid to the vendor by DVR at the rate **of Four Hundred and Twenty-Five Dollars (\$425.00) for each unit of service, which is one day** (day - minimum of four [4] hours) of service authorized by the DVR counselor, upon completion of the authorized unit(s) of service, and transmittal of assessment report. Services to be rendered upon DVR referral and authorization; and payment shall be upon receipt of CBWA reports and/or other required documentation of services.

DVR agrees to pay vendor for work performed to plan and arrange for services in the amount of first full day fee if the DVR client fails to appear for or attend the community based work assessment appointment as scheduled. No payment will be made for services in the absence of DVR authorization.

4. Is the awarded contractor(s) required to provide services statewide?

DVR Response: The RFP does not stipulate a requirement of statewide service delivery. Vendors are directed to *Appendix C, (Location(s) of Program Operation, i.e. City, Town, County)*. Bidders are directed to self-select areas of the state they will provide services. Bidders are encouraged to identify primary and secondary areas they will serve.

5. Is a list of business references required?

DVR Response: Bidders are required to outline their experience and reputation that establishes their ability or likelihood of providing the requested services as a provider agency under *III, B. General Evaluation Requirements* and specifically in *Appendix B, Scope of Work and Technical Requirements* of the RFP. Bidders are directed to site business and client references in their *Appendix A* response.

A formal list of business and/or client references with contact information is not required under this RFP. However the RFP panel may request to contact a vendor's customer as per the RFP in section IV, C, 4. References, as follows:

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

All other terms and conditions remain the same.

If you have any questions, please contact me at 302-761-8281 and/or Barbara.Boese@state.de.us