

LAB19002-SUPPEMP

Supported Employment Pre-Bid Questions and Answers

7-24-2019

Q1: The exceptions form - in the past it's been a placeholder in the RFP – saying I can't meet eligibility requirements. Can this exceptions form be utilized if you have an issue with a section of the scope of work, if you have any evidence-based practices that should be included in vendor response to the DVR scope of work.

A1: The Exceptions form is not a placeholder. It is an integral part of every solicitation. The Exceptions form / process provides an opportunity for a bidder to seek minor relief from a particular term, condition, or requirement identified in the solicitation by proposing an alternative to the term, condition, or requirement.

A proposed alternative must be specific to the term, condition, or requirement within the original solicitation.

Any exception that significantly changes the scope of work would be considered a fatal (non-negotiable) exception that would need to be withdrawn by the submitter in order for the proposal or bid to be considered responsive and remain in consideration.

Q2: In regard to vendor submission and staffing – will this be weighed on an individual basis?

A2: Yes, this is weighed on an individual basis from each bidder's perspective, an agency can have 10 staff as opposed to 2 staff.

Q3: How many SE consumers were served in the entire state during FY18?

A3: DVR paid for 159 SE Consumers in FY18 to multiple vendors/payees.

Q4: On the average, how many referrals, how many referrals and or authorizations were approved for SE Assessment in FY18?

A4: Because of the way referrals are set up from VR counselor, the SE team, provider and consumer choice – DVR can never project how many referrals a potential vendor may get – previous awarded vendors can look at previous referrals sent by VR counselors.

Q5: As a new provider where there any best practices that VR found that will be utilized in Delaware, any best practices?

A5: SE is an established model, the components in Delaware is what you will see in many states. What DVR has implemented was the payment milestones, but there is not variation from the SE model and RSA federal regulations.

Q6: Have we tweaked the model?

A6: DVR has implemented a more enhanced Job Coaching phase that can keep a client for up to 24 months as opposed to 90 days in the previous RFP. This aligns with RSA regulations.

Q7: Situational assessments are no longer a requirement?

A7: Situations assessments are not required as part of the SE model but may be done as part of the assessment process. This is determined by the vendor.

Q8: Is there a ceiling on the number of job coaching hours per month? A full-time job coach for a person with the most significant disabilities will be in the neighborhood of 160 hours per month. Will 160 hours be an acceptable number?

A8: Not every client will need 160 hours of job coaching this will be determined on a one on one basis, however the rule of thumb is the VR will approve up to 60 of Job Coaching hours per month as long as the agency is providing detailed monthly reports.

Q9: Question about the 10-day referral process. Are we expect all the components of the referral on page 4 of the referral process?

A9: The referral language has not been changed from the previous RFP/Contract Process. The referral is part of the Assessment Process. The referral may have some or all of the information on page 5 of Appendix A – this is determined by the counselor. The referral will also be used in conjunction with Assessment Goals on page 5 of Appendix A as well.

Q10: Because of the referral language, does DVR has a defined way of how you want to proposal response laid out? How will a bidder answer the Appendix B response based on the current referral process on page 5 of Appendix A.? Is it anything DVR does not want to see in regard to the Referral section of Appendix B “The timely processing of referrals?”

A10: The referral process referenced on page 4 of Appendix A is an overview of the list of requirements that DVR may require of the vendor. **DVR and the vendor will agree upon a list of information and documents that will accompany a referral.** More importantly the referral is issued with the first payment point of Assessment which will require that each awarded vendor to develop a written Career/Profile Assessment that includes the bulleted items for Milestone #1 pgs. 5-6 Appendix A. When bidders are responding to Section 3 Service Delivery of the Appendix B template **“Timely processing of referrals.”** The bidder will explain their plan of how they work with the VR counselor on the agreed list of information within 10 days of receipt of the referral.

Q11: Question related to Milestone #2 Page 6. Job Placement Plan timing. Is this something that is submitted at the end of 30 days for a one-time payment or is this something submitted immediately after assessment review?

A11: The job placement plan will come after assessment this is the plan/projection after a team discussion – it is also a onetime payment.

Q12: Question related to Job Placement Milestone 3. If the team agrees that the client needs 60 hours of job coaching will this be authorized during the team meeting. How will we support a client if we must continue to receive authorizations for 20 hours of job coaching at a time?

A12: Direction will be given to staff to approve 60 hours of job coaching up front if it is needed or projected by the vendor. The vendor will have to document the 60 hours in the monthly Job Placement report. If the vendor does not use the 60 hours – vendor will be paid according to the hours submitted in the monthly report.

Q13: Where do we put the additional requested hours beyond the 20 hours on the Job Placement form?

A13: If a vendor has someone who may need 60 or 80 a vendor should submit on the high end. VR will clarify the hourly projection on the Job Placement form. Senior Counselors will sign off on the hours if needed up front.

Q14: What will be the turn around time to receive additional job coaching if needed. Will there be a process in place such as a 24-hour response?

A14: If a vendor anticipates they may need more job coaching hours in the next month – an e-mail should be sent to the counselor as a heads up that they may need more than the previous months hours. Even though the monthly report has not been submitted the email should be sent to the counselor so that the counselor can prepare the authorization so there are no lags in services. The monthly reports will be updated to explain the process to ensure no delays.

Q15: After the first two milestone payments totaling \$2000, we may go unfunded for one year while working with a client. At that point if we have worked with client for 1 year there should not be a need for 60 hours of job coaching.

A15: The model of Supported Employment is competitive employment not assessment. Per RSA guidelines ***“Because supported employment funds are meant to be used to support and maintain an individual with a most significant disability in employment, the provision of supported employment services may not be provided prior to an individual being placed into an employment position requiring supported employment services. All Federal expenditures for an individual that occur prior to the individual being placed into a supported employment position, must be provided with VR funds”.*** This was the rationale of DVR to redistribute the milestone payments to Job Coaching once a client has obtained employment as opposed to the upfront payments for Assessment and Job Development. This previous milestone payment structure was against the RSA model.

In addition, if a vendor needs more assessment up front a counselor can refer a client to a community-based assessment. VR is trying to get away from assessment only - the purpose is employment.

Q16: What is DVR looking for in Assessment?

A16. All information either in a student's school record or any other information obtained through discovery and previous experiences. The vendor can establish what assessment tools they will use.

Q:17: Before there was a team for Supported Employment. Now there is not a team.

A:17 The Supported Employment Team is still in place and will be making decisions collaboratively – decisions will not solely be based on the VR Counselor. Please refer to Appendix A definitions pg. 12: **Supported Employment Team** – The working alliance between the SE Consumer (and their guardian, advocate and/or other interested person), Extended Support Provider, SE Provider and VR Counselor.

Q 18: Are DOE open meetings?

A18: Yes.

Q19: Is there a transition to long term support payment.

A19: Yes, this is Milestone 5 – for a payment point of \$500.

Q20: Is there a way to keep a client for leaving one vendor and going to another vendor – some consumers don't want the job and go somewhere else with another vendor. This is something that has happened in DDDS long term supports. Will this scenario void the \$500-dollar final payment point of stabilization even though we may have worked with client in job coaching for 1 year?

A20: The \$500 stabilization payment can only be made to the vendor when stabilization is achieved.

Q21: If awarded vendors have previous authorization from the previous contract year under the old milestone rates?

A21: Yes, these authorizations will be paid. If a vendor is awarded the new contract, the Contract Administrator will request a list of all previous authorizations under the old rates prior to September 30, 2019.

Q. 22: How many copies of the RFP is required?

A 22: When submitting your RFP please submit hard copies including one electronic copy via flash drive. Please refer to boiler plate RFP pgs. 4-5.

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with **five (5)** paper copies and **one (1)** electronic copy USB memory drive.

All properly sealed and marked proposals are to be hand delivered to the Department of Labor Division of Vocational Rehabilitation no later than **10:00 AM (Local Time)** on **August 28, 2019**. The Proposals may be hand delivered only to:

**Stephen Malone**  
[Stephen.a.malone@state.de.us](mailto:Stephen.a.malone@state.de.us)  
**DIVISION OF VOCATIONAL REHABILITATION**  
**4425 N. MARKET**  
**WILMINGTON, DE 19802**

Vendors are directed to clearly print "BID ENCLOSED" and "RFP NO. LAB-19-002" on the outside of the bid submission package.