



*Delaware Health
And Social Services*

**DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL
DISABILITIES**

PROCUREMENT

DATE: November 5, 2025

HSS-26-015 - Personal Care Services

Due Date: January 15, 2026 @ 1:00PM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE-MENTIONED
BID.

Responses to questions received by the deadline of 11/21/2025 @ 4:30 PM EST

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HSS-26-015 - Personal Care Services

Public Q&A

Contract award period

Nov 17, 2025 4:46 PM EST

Hello, what is the start and end dates of this contract, so we may best prepare the budget piece. [10/1/2026 – 9/30/2027](#)

Current Provider

Nov 20, 2025 9:06 AM EST

Is there a current provider list available?

[Addus Healthcare, Inc.](#)

[Bayada Home Health Care](#)

[CHEER, Inc](#)

[Comfort Care at Home](#)

[Epic Health Services \(DE\) LLC d/b/a Aveanna Healthcare](#)

[Four Seasons Healthcare](#)

[Help at Home of Delaware](#)

[Interim Healthcare](#)

[Lieske E2E Home Health Care, Inc. d/b/a Shorecare of Delaware](#)

[Solution on Call Services](#)

Median Rate

Nov 20, 2025 9:07 AM EST

What is the median rate for the last contracting period?

[\\$34.46](#)

Per Member Per Month fee

Nov 20, 2025 9:08 AM EST

Is there a Per Member Per Month fee that is allowable for each client or should all expenses be included in the unit cost?

[All expenses should be included in the proposed Service Unit Rate](#)

Service Start Timeline

Nov 20, 2025 9:09 AM EST

Please clarify regarding the service start timeline with regards to clearances, physical exam, and Caregiver training. The RFP states that we must start services within 10 working days of referral; however, we may not have required documents in that timeframe, as this is currently taking 3-4 weeks. Will it be acceptable to start later than 10 working days of referral if the required clearances are not yet available?

[The provider must start services within ten \(10\) days of the DSAAPD referral.](#)

[Should all required documentation necessary to start services not be completed within the ten \(10\) day timeframe, the provider is to notify DSAAPD of the delay and start services once documentation requirements have been met.](#)

Individuals to be Served

Nov 20, 2025 9:10 AM EST

How many individuals are anticipated to be served through this contract?

[Approximately 750 individuals](#)

Amount allocated by the funding

Nov 21, 2025 1:25 PM EST

What is the amount allocated for this RFP? Could you also provide a breakdown of the total amount allocated by SSBG and Title III funding?

[SSBG: \\$2,358,793.00](#)

[Title III: \\$4,786,788.00](#)

Joint Proposal

Nov 21, 2025 1:28 PM EST

Will a company be allowed to submit both a Joint proposal and a proposal more limited in scope as a single entity to allow DSAAPD a choice?

Joint proposals are allowed. However, only if one of the parties is designated as the “prime contractor”. Please refer to IV.B.12 (pages 9 & 10 of the RFP document). The Prime contractor/bidder is to submit the bid on the behalf of the joint proposal and designated as the “prime” vendor/contractor/bidder.

Clients waiting for service

Nov 21, 2025 1:31 PM EST

The Service Specifications indicate that availability of personal care is subject to availability of the service. How many clients are currently waiting for services for the whole state?

356 persons

Wait Time for Service

Nov 21, 2025 1:32 PM EST

What is the average time a client waits for services to become available?

Average wait time is 368 days

Underutilization of Services

Nov 21, 2025 1:35 PM EST

Are any of the Delaware counties experiencing underutilization of Personal Care services?

Most of the current waitlisted participants are located in Sussex County.

Number of Clients

Nov 21, 2025 1:37 PM EST

How many Personal Care clients are there per fiscal year?
[Approximately 750 individuals](#)

Number of Clients by County

Nov 21, 2025 1:38 PM EST

What's the total number of Clients per County?
[New Castle – 206](#)
[Kent – 278](#)
[Sussex - 271](#)

Supplier Diversity Plan

Nov 21, 2025 1:39 PM EST

Does this RFP require awarded contracts to have or put in place a Supplier Diversity plan?
[The RFP does require awarded vendors to have a Supplier Diversity Plan. Please ensure the plan is included with your proposal or submitted by the deadline indicated in the solicitation.](#)