

STATE OF DELAWARE
DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES

**Appendix F
Frequently Asked Questions**

Section Number:	II, Scope of Services
Paragraph Number:	3
Page Number:	3
Question:	Do current Division of Developmental Disabilities Services (DDDS) qualified service providers need to respond to this Request for Proposals (RFP) in order to continue to provide services?
Answer:	Only newly qualified providers of DDDS Home and Community Based Services (HCBS) must submit a proposal to this RFP in order to contract with DDDS to provide those services. ANY provider who wishes to respond to this RFP must first complete the DDDS Provider Authorization Committee process explained below, BEFORE submitting a proposal to this RFP. Currently qualified providers of DDDS HCBS that wish to add services to their approved service delivery menu must complete the DDDS Provider Authorization Committee process in order to have the new service added to their contract with DDDS.

Section Number:	Appendix A, Minimum Mandatory Submission Requirements
Paragraph Number:	Entire
Page Number:	53
Question:	Do current DDDS qualified service providers need to submit all minimum mandatory submission requirements or just a copy of the signed and dated Qualified Provider letter issued by the DDDS Provider Authorization Committee?
Answer:	All proposals to this RFP must contain all minimum mandatory submission requirements outlined in Appendix A, page 50 of this RFP to be evaluated and scored by the RFP Evaluation Committee. One of those requirements is the submission of the Qualified Provider letter issued by DDDS.

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Section Number:	Appendix A
Paragraph Number:	# 10
Page Number:	53
Question:	Please describe what the evaluation team will consider as proof of qualified provider status from DDDS? Please cite applicable sources that outline how proof of qualified DDDS provider status is obtained.
Answer:	The Division of Developmental Disabilities Services (DDDS) seeks to provide a robust network of qualified providers to deliver Home and Community Based supports and services. DDDS accepts applications on an open and continuous basis as required by Medicaid regulations. Information on how to become authorized to provide HCBS services can be found at https://dhss.delaware.gov/dhss/ddds/cps.html
	Once a service provider has completed the application process and has been determined by DDDS to meet the qualification standards for one or more services, the DDDS Provider Authorization Committee issues a signed and dated letter to the provider indicating which services the provider is qualified to provide. A copy of that signed and dated letter must be submitted in any proposal to this Open and Continuous RFP as “Proof of qualified provider status from DDDS.” Only services that a provider has been qualified to provide by the Provider Authorization Committee should be included in the Appendix C - Supplemental Questionnaire found on page 82 of this RFP. If the signed and dated letter a provider has previously received from DDDS does not indicate which services the provider has been qualified to provide, the provider must request an updated letter from DDDS. Replacement and/or updated copies of qualified provider letters can be obtained by contacting the Administrative Assistant to the Provider Authorization Committee at 302-744-9600.

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Section Number:	Appendix B-Home and Community Based Service Descriptions for Individuals with Intellectual and Developmental Disabilities
Paragraph Number:	All Service Descriptions
Page Number:	54
Question:	Several of the Service Descriptions in Appendix B do not provide details on qualifications. Please delineate the qualifications (i.e. education, certification, licensure, experience, etc.) of individuals providing each of the services listed.
Answer:	Licensure, certification, etc. required for specific services are delineated for each applicable service in Appendix B on pages 54-92 of the RFP. Not all services require specific licensure, certification, etc. However, all services may only be provided after qualified provider status is obtained through the DDDS Provider Authorization Committee. The Provider Authorization Committee will review and approve any required criteria for each service a potential provider applies to become qualified to provide. The DDDS Provider Authorization Committee process and the provider qualifications can be found at https://dhss.delaware.gov/dhss/ddds/cps.html

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Section Number:	II. Scope of Services
Paragraph Number:	3
Page Number:	3
Question:	In reference to the statement, “DDDS needs to contract with Vendors of Home and Community Based Services listed...” For each program listed, please provide the number of qualified DDDS Vendors providing this service in the State. Is there a maximum number of Vendors allowed to provide service per each service category? If so, please indicate the maximum number of Vendors per category.
Answer:	The Division of Developmental Disabilities Services (DDDS) seeks to provide a robust network of qualified providers to deliver Home and Community Based supports and services. DDDS accepts applications on an open and continuous basis as required by Medicaid regulations. There is no maximum number of vendors allowed for any HCBS service category covered under this RFP. A list of current qualified service providers can be found at https://dhss.delaware.gov/dhss/ddds/cps.html

Section Number:	III, Required Information
Paragraph Number:	A Minimum Requirement
Page Number:	4
Question:	Is there a narrative requested for the RFP proposal?
Answer:	No. All required documents for proposal submissions are outlined in Section III, page 4; Appendix A, page 50.

Section Number:	Appendix A, Minimum Mandatory Submission Requirements
Paragraph Number:	#9
Page Number:	53
Question:	What is the OSD application?
Answer:	The Office of Supplier Diversity (OSD) questions referenced as Attachment #9 are mandatory and must be completed and submitted with all other minimum proposal submission requirements listed in Appendix A, page 49. The OSD Application is NOT a required form. It is provided for informational purposes only for organizations that are interested in submitting an application to the Office of Supplier Diversity, and it does not influence the outcome of any award decision.

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Section Number:	Attachment #1
Paragraph Number:	entire
Page Number:	43
Question:	Is Attachment #1 a required form that must be completed and submitted with a proposal to this RFP?
Answer:	No. Attachment #1 is not listed on Appendix A, page 50 as a Minimum Mandatory Submission Requirement. Attachment #1 is the No Proposal Reply Form, and is included to be completed by potential bidders that have received notification of the RFP but DO NOT WISH TO BID.

Section Number:	Attachments #7-8
Paragraph Number:	entire
Page Number:	49-50
Question:	Are Attachments #7-8 required to be completed and/or used?
Answer:	No. Attachments #7-8 are not listed on Appendix A, page 49 as a Minimum Mandatory Submission Requirement. Attachments #7-8 are sample reports and included in the RFP for illustration purposes only.

Section Number:	Attachment #5, Form for Business References
Paragraph Number:	entire
Page Number:	47
Question:	Can DDDS provide guidance on the types of acceptable business references?
Answer:	DDDS suggests listing business references that can appropriately attest to a provider's ability to provide HCB services. References from families of service recipients and/or individual service recipients are not preferred. Appropriate references should be able to offer information about the provider's qualifications, experience, reputation, attributes and/or financial stability. Insurance agents/carriers, contractors, landlords, etc. may all be appropriate references.

Section Number:	Appendix C, Supplemental Questionnaire
Paragraph Number:	Part II
Page Number:	93
Question:	For currently qualified providers of multiple HCBS Lifespan Waiver and/or Pathways to Employment State Plan Amendment (SPA) services, is a separate RFP proposal required for each individual service?

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Answer:	No. For providers that are <u>currently</u> qualified to provide multiple services by the DDDS Provider Authorization Committee, one proposal that includes the minimum submission requirements is sufficient. Each service that a provider has been qualified to provide by the Provider Authorization Committee must be indicated in the qualified provider letter(s) included with the proposal. If the signed and dated letter(s) from DDDS do not indicate which services the provider has been qualified to provide, the provider should request an updated letter from DDDS. Replacement and/or updated copies of qualified provider letters can be obtained by contacting the Administrative Assistant to the Provider Authorization Committee at 302-744-9600 or email ddds_providerauthcommittee@delaware.gov .
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Section Number:	IV, Professional Services RFP Administrative Information, sub-section B. RFP Submissions
Paragraph Number:	12.a.
Page Number:	11-12
Question:	Is there only one (1) primary vendor for all services or one (1) primary vendor per service?
Answer:	No. This paragraph and sub-paragraph apply to “Multi-Vendor Solutions (Joint Ventures)” and only apply if the RFP proposal is a multi-vendor solution. This is referring to a vendor who sub-contracts portions of the scope of work to other vendors. The “primary vendor” is the vendor that holds the contract and is responsible for performance under the contract, and therefore responsible for all sub-contractors’ quality of work. The Division of Developmental Disabilities Services (DDDS) seeks to provide a robust network of qualified providers to deliver Home and Community Based supports and services.

Section Number:	V, Contract Terms and Conditions
Paragraph Number:	C.1, General Information
Page Number:	19
Question:	How often does a provider have to submit proposals to this RFP to continue to contract each fiscal year with DDDS?
Answer:	DDDS will award a one-year contract with four one-year extension opportunities (for a potential total of 5 years) with providers who have submitted successful proposals to this Open and Continuous RFP.

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Section Number:	III, Required Information
Paragraph Number:	A.1. Minimum Requirements
Page Number:	4
Question:	Is an IRS 501c3 Determination Letter required?
Answer:	Providers must submit <u>either</u> a Delaware business license <u>or</u> an IRS 501c3 Determination Letter. Any licenses or certifications required in order to perform services for which the provider has been qualified by DDDS and wishes to continue to provide must be submitted in the RFP proposal.

Section Number:	IV, Professional Services RFP Administrative Information
Paragraph Number:	A.1. Public Notice
Page Number:	5
Question:	Are providers required to post a public notice of intent to submit a proposal to the RFP?
Answer:	No. The State of Delaware has posted a public notice of this RFP in accordance with 29 Del. C. 6981.