



**Central Midlands Council of Governments
Area Agency on Aging**

**CMAAA-2019-01 – Central Midlands Senior Services
Questions Received**

1. Non-responsive proposals are not usually not accepted for review. However, this RFP states that proposers will be notified of the non-responsiveness and have the opportunity to correct the submission. Are there any situations where a proposer will not be allowed to make corrections? If so, what are those situations?
2. Is it acceptable to include a map, table, graph in the proposal or in the appendices?
3. The RFP includes Home Care Level I and Home Care Level II services. The SUA does not include these services in its Policy and Procedures Manual, and the services included by the SUA under homemaker and personal care services are different than those listed in the RFP under Home Care Levels I and II. Could you please clarify the services expected and/or allowed to be provided under Home Care Levels I and II?
4. In both home care sections, the unit of service is defined as being provided in the client's residence or neighborhood. What types of services are allowed to be performed in the neighborhood?
5. In both home care sections, under service delivery plan, it states "...what areas in each county your organization proposes on that you will serve." Are all areas of the county required to be served under a home care contract?
6. Section 8.5 requires the cost proposal to be submitted in a "separate, sealed cover." To clarify, should the cost proposal be sealed, but within the same sealed container as the rest of the proposal, or should the cost proposal be in a separate sealed container from the rest of the proposal?
7. Is it acceptable to include a logo in the header of the proposal?

8. The definition of “target groups” in the SUA Policies and Procedures Manual is more expansive and includes more groups than the definition of target groups in the RFP. Would a provider receiving an award from this RFP be expected to include the additional groups listed in the SUA definition?
9. In the Transportation section, a unit of service is defined as a passenger mile (one mile ridden by one passenger). This is not the unit of service that the SUA uses for transportation, which is point-to-point. The difference in cost is substantial, and would affect the unit rate that is bid. Should a submission propose a cost based upon passenger mile or point-to-point?
10. Section 1.4: Why the significant decrease in funding for home delivered meals in Newberry County?
11. Section 7.1, Question 5: The contractor no longer collects the data. How is the contractor to input data it does not collect?
12. Section 7.1 Question 6: What type of daily documentation is required?
13. Section 7.21 Question 7: Contractor can only maintain a waiting list if AAA gives the information to the contractor. Contractor does not assess clients so has no mean sot maintain a waiting list unless the AAA sends to the contractor.
14. Can you be more specific on how often nutrition education is to be offered to group dining clients.
15. If subcontracting, does the applicant need to include with the proposal some or all of the documents required of the offeror for the subcontractor? If only some, which ones?
16. Specifically, what information needs to be included about any subcontract?
17. Do we need to resumes for subcontracted staff?
18. Do applicants need to submit corporate papers, proof on non-profit status, founding legislation or other such documentation?
19. Please provide a list of all attendees at the proposal conference on 2/15/2019.

20. Where would you like attachments inserted? At the end of each section or all attachments placed together at the end of each proposal?
21. As we do not to use a regional caterer, specifically what information and how much detail do we need to provide in the RFP to verify that the meals we are proposing to use meet the criteria?
22. When a Council on Aging or other applicant is part of a larger organization, do job descriptions, resumes, organizational charts, budget information, etc. only need to be included for those providing/administering the Older Americans Act services or for all employees-even those having nothing to do with programs for seniors?
23. On the Cost Proposal summary Page (Appendix E), do you want the net or federal proposal contracted unit cost or the total unit cost?
24. Will the scoring take into account the fact a provider will serve additional units of service through local funds?
25. Can resumes be in a contained document and attached in a section or do they need to be in the body. Do they need to be page numbered?
26. Please give examples of the types of evidence you are looking for that will show our business structure is organized in such a way that service components will be well administered.
27. In submitting the one copy of the audit for our organization, does it need to be in a separate envelope or should it be in the same envelope as all the cost proposed information?
28. Do we need an organizational chart and job descriptions for a subcontractor?
29. Please define measurable outcomes?

30. Are you going to amend this RFP so that it matches the SC DOA Policies and Procedures Manual? Levels I and II Home Care are services that no longer exist in the SC Department on Aging Policies and Procedures and are not funded. They were replaced by the services shown on pages 112 & 113 of the current manual:
- a. Personal Care – Personal assistance, stand by assistance, supervision or cues (such as with eating, bathing, toileting, transferrin in/out of bed or chair, walking dressing, grooming, and assistance with medicine).
 - b. Homemaker – Assistance such as preparing meals, shopping for personal and household items, using the telephone, and doing light housework.
 - c. Chore – Assistance with heavy housework, yard work, or sidewalk maintenance for the person.
31. Are we allowed to submit job descriptions? Can they be a contained document?
32. The details, requirements and scopes of work outlined in this RFP appear to be based on the State Office on Aging’s Policies and Procedures that were in place at the time of the 2014 RFP process. There are numerous conflicts between the RFP and the current Policies & Procedures. Will the RFP be updated/amended to match the current service provision, administration, and reporting requirements as shown in the SC DOA Policies & Procedures that were released January 2019? If not, how should this be addressed by proposers in their responses to the RFP?
- a. Among the many conflicts that need to be resolved are:
 - i. The correct definition of Homebound
 - ii. The correct definition of Target Groups
 - iii. Other definitions: Assistive Technology, High Risk Contractor, In-Home Services, Resource Development/Program Development, Self-Directed Care, Contract, Program Income
 - b. The requirements for client eligibility for specific services do not match
 - c. Homemaker service activities do not match
 - d. The unit rate for GD Transportation is no longer passenger mile and is now point-to point
33. It is our understanding that all services need to comply with the current SC DOA Policies and Procedures in order to be reimbursed. Is this correct? Please clarify which policies

take priority when there is a conflict between the RFP and the SC DOA Policies & Procedures.

34. On page 39, the RFP requires assessment data and service units be entered in AIM for clients who receive services that are NOT funded by the SC DOA/AAAs. This was changed a few years ago to the policy in paragraphs 2 and 3 on page 85 of the current Policies & Procedures asking for aggregate data to be submitted. We have been following the current policy for the last few years. Will this be amended in the RFP?
35. Where all attachments should be placed?
36. There are two “page 30”s in this RFP. Will this be corrected?
37. Is the document supposed to be printed on one sided only or can it be two-sided?
38. Section 5.5 Key Dates – When is the Notice of Intent to Award issued?
39. Section 5.13 Appeal and Protest Procedure - Does the appeal/protest period begin immediately after the Intent to Award is issued?
40. Section 6.7 Organizational Capacity – for business references, do you wish to include contact information only or do you want reference letters from businesses that includes the required information?
41. Section 6.8 Financial Management and Strength - Only one copy of the most recent audit is being requested. Where, specifically, do you want it to be included in the packet?
42. Section VII: Information to Submit Service-Specific Requirements (page 31) - This section lists the specific services being solicited. Home Care Levels I and II do not exist in the SCDOA Policy and Procedures Manual. Home Care services are defined as Personal Care, Homemaker, and Chore. Will this section be revised to agree with the SCDOA Policy?

43. Section 7.1 General Requirements for Service - Requirements 8 and 12 both address collection of contributions. Can these be consolidated into one requirement?
44. Section 7.1 General Requirements for Service – Requirement 13 addresses technology requirements and is outdated. Depending on an organization’s size and needs, one seat in AIM may be sufficient to handle the requirements of this proposal. Will you consider removing the requirement for at least two seats for AIM and stating that the agencies should obtain at least one seat in AIM?
45. Section 7.2 Homemaker Services, Group Dining Service, ET-TRN, Section 7.21, Home Delivered Meals, Section 7.27 Group Dining Transportation (AMENDED RFP), Eligibility (Combined multiple questions) - Eligibility under this section does not match SCDOA Policies and Procedures’ or this RFP’s determination of eligibility. As stated on page 32 of this RFP, Requirement 7, “The AAA determines eligibility and notifies the contractor who to serve.” Will this RFP be revised to reflect the correct determination of eligibility for Homemaker services, Group Dining, HDM, Group Dining Transportation, Essential Trips Transportation?
46. Section 7.2 Homemaker Services (AMENDED RFP), Service Activities - The Service Activities listed in this RFP also do not match those listed in the SCDOA Policy and Procedures for the Homemaker Program. Which list of activities (RFP or SCDOA) do respondents answer to?
47. Section 7.14, Group Dining Service Scope of Work, Nutrition Service Operations – The RFP states that if other funding sources are used, the contractor should collect demographical data via the assessment for use by the DOA and AAA. The SCDOA Policy and Procedures state that providers will share all aging service aggregate data regardless of the funding source. How do you wish for this conflict in procedures to be addressed when responding to the RFP?
48. Section 7.21, Home Delivered Meals Scope of Work, Documentation - Requirement 3 – The RFP states that Nutrition Education material is provided to clients monthly, whereas the SCDOA Policies and Procedures state that Nutrition Education is done once a year (page

130). How do you wish for this conflict in procedures to be addressed when responding to the RFP?

49. Section 7.21, Home Delivered Meals Scope of Work, Documentation, Requirement 7 – The RFP states that “the contractor shall maintain a prioritized Waiting list for HDM services...” As stated on page 32 of this RFP, Requirement 7, “The AAA determines eligibility and notifies the contractor who to serve.” How will responders maintain a prioritized waiting list when the AAA determines eligibility?
50. Section 7.24 HDM Service Delivery Plan, Part a - The RFP is requesting that our agency describe how it will manage a needs based waiting list over a first come first serve waiting list. SCDOA Policy and Procedures (page73) states that the AAA will maintain waiting lists. How do you wish for this conflict in procedures to be addressed when responding to the RFP?
51. Section 7.27 Group Dining Transportation, Eligible Types of Transportation - Requirement 2 does not match the SCDOA Policy and Procedures’ definition of Group Transportation. How do you wish for this conflict in procedures to be addressed when responding to the RFP?
52. Section 7.27 Group Dining Transportation, Unit of Service – The RFP states that a unit of service for transportation is a passenger mile, whereas the SDCOA Policy states that a Unit of Service for transportation is a point to point mile. Which methodology should be used when responding to the RFP?
53. Section 7.30 GD TRN Service Delivery Plan, Part b – This section asks how our agency will respond to requests for weekend/night services. Group Dining programs are not open nights and weekends, therefore how are responders expected to answer this requirement effectively?

54. Section 7.33 Essential Trips Transportation, Eligible Types of Transportation – Requirement 2 does not match the SCDOA Policy and Procedures’ definition of Group Transportation. How do you wish for this conflict in procedures to be addressed when responding to the RFP?
55. Section 7.33 Essential Trips Transportation, Unit of Service – The RFP states that a unit of service for transportation is a passenger mile, whereas the SDCOA Policy states that a Unit of Service for transportation is a point to point mile. Which methodology should be used when responding to the RFP?
56. Appendix B – Check List for Procurement Proposal Submission – Under 6.7 Organizational Capacity, it states “3 letters of support”. These letters were not referenced anywhere else in the RFP. Are these references in addition to the business references?
57. Appendix B – Check List for Procurement Proposal Submission , Section II - Will the Check List be amended to reflect changes of Amendment 1 to the RFP concerning Home Care services?
58. Appendix C – The Holiday schedule states that “no meals will be delivered” on the days listed as holidays. Can this be amended to state that “Contractors have the option to not to deliver meals on these days.”?
59. On Page 6 the RFP states “Central Midlands AAA will reimburse 90% of the contracted rate for any service awarded” Please confirm when using the budget spreadsheet, if the cost of service is calculated to be \$20.00 per unit, and the provider that invoices uses the \$20.00/unit rate, does this mean Central Midlands will reimburse \$18.00 per unit on the invoice?
60. Please provide an example of how the reimbursement rate will be established when incorporating the 10% match.

61. Is it the intent of Central Midlands COG AAA to award multiple Homemaker and Personal Care contractors in each county or will there be a single contractor awarded for in each county?
62. What is the maximum number of Homemaker and Personal Care providers that CM COG/AAA will award in a single county?
63. If Multiple providers will be awarded, can a provider submit their budget for the full estimated annual dollar amount per county as listed on Page 3 the RFP to indicate to CMCOG/AAA that the provider could cover all budgeted services in that county?
64. On Pages 33&34 the RFP the listed activities included in Home Maker states: Medication Reminders and observation of self-administration is included in Homemaker services, this is generally considered a Personal Care service provided by a trained Aide. Can you confirm that this is a Homemaker service or should it be a Personal Care service?
65. Observing and reporting changes in condition of Client/older individual is included in Homemaker Services, this is generally considered a Personal Care service provided by a trained Aide. Can you confirm that this is a Homemaker service or should it be a Personal Care service?
66. Assistance with Oxygen is included in Homemaker Services, this type of assistance must be provided by a licensed professional or under the direct supervision of a licensed professional.
67. Please confirm this is a service expected to be provided by a Homemaker?
68. Please provide a list of the currently contracted providers of Homemaker and Personal Care Services (formerly Home Care Level 1 and 2) for each county.
69. Please provide a list of the current contract rates for one hour Homemaker services (formerly Home Care Level 1) by county (Please indicate if this rate includes the match and is reimbursed at 90%)

70. Please provide a list of the current contract rates for one hour Personal Care(formerly Home Care Level 2) services by county.(Please indicate if this rate includes the match and reimbursed at 90%)

Please provide by county:

71. The number of clients and average number of hours per month for clients receiving homemaker services (formerly Home care Level 1)

72. The number of clients and average number of hours per month for clients receiving personal care (formerly Home care Level 2)

73. The number of clients on a waiting list for Homemaker or Personal Care (formerly Home care Level 1 & 2), if any.

74. Please provide the Dollars and units that were increased or decreased in budgeted funds for homemaker and personal care (formerly Home Care level 1 &2) from 2017 to 2018.

75. Page 31, Section 7.1 # 2 indicates the contractor shall use the state approved database even if there is a cost. Can the AAA indicate if there is currently such a database and if so, what is the current cost to contractors.

76. On Page 26, to meet the requirement of 6.2 Certification where the Offeror list the "services(s) _____," please confirm responders should list Homemaker and Personal Care not Home Care I and/or II as provided in the sample.

77. Page 31, Section 7.1 # 6 indicates the provider must maintain daily documentation. Will the AAA accept electronic visit verification utilizing IVR or GPS enabled punch verification? Documentation would be limited to electronic punch in and out summary records and may not include a client signature.

78. Page 34, Section 7.3 (a) and Page 37 Section 7.9 (a) asks for all staff necessary. Does this include a listing of all current in home care aides or is this list limited to a description of the positions. If we are being asked to provide a list of all employees, may we blind their names (provide initials) to maintain their privacy?

79. Page 62 – Price Escalation: Should there be any events that significantly increase costs to the provider during the term of this contract (for instance implementation of state minimum wage requirements) , will the AAA allow for renegotiation of rates above the allowed "consumer price index for all Urban Consumers"

80. On Page 56 of the RFP, Section 8.3 Cost Share- Is this section referring to the handling participant program donations? What is the current Share of Cost or sliding scale share of cost for Homemaker and Personal Care (formerly Home Care Level 1 and 2) Services?
81. Please confirm the entire Section III Budget Information items 8.1-8.5 should be in the separate sealed cover.
82. On page 8, there is a single definition for Cost-Sharing/Matching Funds. The budget outlines the required 10% match by awarded contractors. Page 32 outlines the contractor's responsibility for the collection and protection of participant contributions. Is there also a sliding scale cost share for participants in addition to the opportunity to donate to the Homemaker and Personal Care service program?
83. If yes, who sets the sliding scale amounts for participants?
84. If yes, Are sliding scale payments from participants issued to CMCOG AAA by contractor monthly or are payments deducted from the monthly invoice?
85. Please confirm proposals to provide Homemaker and Personal Care do not complete the "Detail tab on the budget file. Tab this applies to Nutrition Services only.
86. The formulas in column C only sum columns D-K, should this also include column L?
87. It lists Auto Liability requirements with \$250,000 each person. Is this in addition to the \$1,000,000 each occurrence? Will this term be negotiable under the final contract?