



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE December 02, 2008

PSC#840

DELAWARE TRANSITIONAL WORK PROGRAM

FOR

DIVISION OF SOCIAL SERVICES

Date Due: DECEMBER 23, 2008
11:00 AM

ADDENDUM # 1

PLEASE NOTE

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

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REQUEST FOR PROPOSAL NO. PSC-840
DELAWARE TRANSITIONAL WORK PROGRAM

Mandatory pre-bidders meeting November 17, 2008 at 10:00 A.M. The
following questions were asked at the pre-bidders meeting.

1. Question: (Brian Hartman-Community Legal Aid Society, Inc.,
Disabilities Law Program) Would you entertain a proposal to just
serve the client's who apply for SSI and assist them during the
appeals process?

Answer: (Ray Fitzgerald-DSS)

We are looking for the best process for our client's. If that process includes multiple bidders we would consider it.

2. **Question: (Andy Heyer-Public Health Management Corporation)**
Is there a particular budget format or layout we should follow?
Answer: (Ray Fitzgerald-DSS)
No.
3. **Question: (Andy Heyer-Public Health Management Corporation)**
Do you have a certain length of time the budget should be for?
Answer: (Ray Fitzgerald-DSS)
A twelve month budget but you can do year two, three and four.
4. **Question: (Andy Heyer-Public Health Management Corporation)**
You want a performance based payment, would you consider cost reimbursement?
Answer: (Ray Fitzgerald-DSS)
We plan a performance based contract. We will consider a hybrid. We will not consider a solely cost reimbursement contract.
5. **Question: (Chris Devaney, MSSC-Connections)**
800 to admit in a year is a challenge.
Answer: (Ray Fitzgerald-DSS)
When we look at the caseload at any point in time there are 700-800 people who are exempt at any given time. Our plan is to refer people to you at the time of their semi-annual review. Therefore, people will come to you in roughly 1/12th a month. The level of involvement will vary depending on the complexity of the case.
6. **Question: (Chris Devaney, MSSC-Connections)**
Who is the referral source?
Answer: (Ray Fitzgerald-DSS)
The Division of Social Services.
7. **Question: (Geovanni Cantizono-Arbor Education and Training)**
Would these referrals come through DCIS II?
Answer: (Ray Fitzgerald-DSS)
No, The referrals would either come by fax or electronic (email).
8. **Question: (Chris Devaney, MSSC-Connections)**
What types of monitoring tools would be used?
Answer: (Ray Fitzgerald-DSS)
We would work with the selected vendor to create a system.
9. **Question: (Chris Devaney, MSSC-Connections)**
Would you negotiate with one provider who proposes to do all but you would like a portion to be done by someone else? Would you negotiate with the first vendor?
Answer: (Ray Fitzgerald-DSS)
Yes.
10. **Question: (Deborah McMillan-Public Health Management Corporation)**
For those of us not in Delaware, would you expect to see office expense in the budget?
Answer: (Ray Fitzgerald-DSS)
Yes.
11. **Question: (Marge Turner-United Cerebral Palsy of Delaware)**
Reviewing Medical information, does it have to be a nurse?
Answer: (Ray Fitzgerald-DSS)
We were thinking a nurse or a doctor, but we are not mandating it.
12. **Question: (Brian Hartman-Community Legal Aid Society, Inc., Disabilities Law Program)**

What is the age range?

Answer: (Ray Fitzgerald-DSS)

18-64, the upper scale could be anything as long as they are not yet on disability.

13.Question: (Andy Heyer-Public Health Management Corporation)

On page number 11 you asked for a price per person. What time frame do you want that price for?

Answer: (Ray Fitzgerald-DSS)

I would be based on what your timeframe is to get the person to the next step.

14.Question: (Tylisha Johnson-PSI)

In the grouping description, if you have a person who is completely denied in SSI would you re-group them and start them over?

Answer: (Ray Fitzgerald-DSS)

After initial denial the vendor would be expected to manage the client through the appeal processes as long as they continue to believe that they should be qualified.

15.Question: (Geovanni Cantizono-Arbor Education and Training)

Since participation for referrals is mandatory, what is the vendors role when a client is non-compliant?

Answer: (Tom Hall-DSS)

Under current policy we could do a \$50.00 CMR sanction which progresses each month until the benefit reaches \$0. Once the client complies the sanction can be removed.

16.Question: (Geovanni Cantizono-Arbor Education and Training)

What is the expectation of the new vendor to work with the existing employment connections vendor?

Answer: (Ray Fitzgerald-DSS)

They would refer clients who are able to work at least 30 hours per week to the employment connections vendor.

(Tom Hall-DSS)

Group #1 would be referred to employment connections immediately, group # 2 the new vendor would need to decide if the referral was appropriate.

17.Question: (Marge Turner-United Cerebral Palsy of Delaware)

Is this contract case management or finding employment for the client?

Answer: (Ray Fitzgerald-DSS)

The role of this vendor is to case manage our clients through the processes to obtain better benefits from the SSA, to improve client's ability to function through referral to other vendors or to help them find employment by referral to other vendors.

18.Question: (Marge Turner-United Cerebral Palsy of Delaware Inc.)

Client's will have all different disabilities, we have doctors who specialize in different disabilities. Would it be the responsibility of the selected vendor to cover all of the disabilities?

Answer: (Ray Fitzgerald-DSS)

Yes.

19.Question: (Elaine Fox-PHMC)

In the RFP, you estimate different amount in each category. What if these percentages are not correct?

Answer: (Ray Fitzgerald-DSS)

Those numbers were estimates based on what we hear from others based on their experiences. If in fact, those numbers vary from the numbers we have listed for each category, we may renegotiate based on actual experience.

- 20.Question: (Jim Bratt-PSI)**
With regard to physicians, would the selected vendor be provided medical data?
Answer: (Ray Fitzgerald-DSS)
We will provide to the vendor what is provided to DSS. Usually the medical form. It is vendor's responsibility to work with the client to obtain necessary medical information.
- 21.Question: (Jim Bratt-PSI)**
Would they have to do a physical exam or test?
Answer: (Ray Fitzgerald-DSS)
Other than those clients who have a short-term disability, it is our expectation that an initial assessment is a face to face contact.
- 22.Question: (Jim Bratt-PSI)**
Estimate is 700-800, you are asking for a cost per person price. There is a big difference in the cost per person if the number of those served is 700 compared to 800.
Answer: (Ray Fitzgerald-DSS)
Submit both.
- 23.Question: (Chris Devaney, MSCC-Connections)**
Employment services, if someone already has a relationship w/VR can we refer them to that program?
Answer: (Ray Fitzgerald-DSS)
This program is to enhance what DSS already has in place.
- 24.Question: (Geovanni Cantizono-Arbor Education and Training)**
Funding levels?
Answer: (Ray Fitzgerald-DSS)
There are no preset funding levels. We will evaluate the proposals for their cost in relation to their outcomes.
- 25.Question: (Geovanni Cantizono-Arbor Education and Training)**
What is the breakdown by county?
Answer: (Ray Fitzgerald-DSS)
Rough estimate is 60% of referrals from NCC, 20% from each Kent and Sussex County.
- 26.Question: (Marge Turner-United Cerebral Palsy of Delaware Inc.)**
With the referrals that go to Voc Rehab, what happens when the client goes on a waiting list?
Answer: (Ray Fitzgerald-DSS)
We expect the vendor to case manage the client and take advantage of other available resources.
- 27.Question: (Community Legal Aid Society, Inc., Disabilities Law Program)**
If a person gets a job, how much follow up is expected?
Answer: (Ray Fitzgerald-DSS)
Some follow up, EC should follow up.
- 28.Question: (Jim Bratt-PSI)**
How long do you follow referrals to DVR?
Answer: (Ray Fitzgerald-DSS)
Follow them through DVR, continue to follow until the EC vendor referral.
- 29.Question: (Andy Heyer-Public Health Management Corporation)**
For performance based, what type of financial reporting is required at year end?
Answer: (Tom Hall-DSS)
None.

- 30.Question: (Deborah McMillan-Public Health Management Corporation)**
What if we underestimate our up front costs?
Answer: (Ray Fitzgerald-DSS)
As the vendor bidding on this contract, it is your responsibility to submit your best bidding cost estimate. Please remember that this is a competitive process and what you propose is a factor in the selection.
- 31.Question: (Jeffrey Booth-JEVS)**
Can we create other payment points other than the ones suggested?
Answer: (Ray Fitzgerald-DSS)
Yes.
- 32.Question: (Jeffrey Booth-JEVS)**
Do you also need a Delaware Business License if you are also a 501(c)3?
Answer: (Ray Fitzgerald-DSS)
- 33.Question: (Geovanni Cantizono-Arbor Education and Training)**
Once the selected vendor determines the employability of a client, those with limitations will follow what process?
Answer: (Ray Fitzgerald-DSS)
See 1 (e) page 11.
- 34.Question: (Charlie Murphy-Arbor Education and Training)**
What is the initial contract dates?
Answer: (Ray Fitzgerald-DSS)
The initial contract will end on 9/30/2010 and if DSS and the vendor agree, it may be renewed for another 12 month period no more than 4 times. The start date is 4/1/2009.
- 35.Question: (Geovanni Cantizono-Arbor Education and Training)**
Group # 3, who determines the end dates?
Answer: (Ray Fitzgerald-DSS)
The doctor/forms.
- 36.Question: (Marge Turner-United Cerebral Palsy of Delaware Inc.)**
What happens if our assessment does not match with what is provided?
Answer: (Tom Hall-DSS)
That is one of the reasons why we are hiring a new vendor.
(Ray Fitzgerald-DSS)
Our new assessment is based on what a person can do.