



**State of Rhode Island
Department of Administration / Division of Purchases
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**Solicitation Information
April 19, 2013**

ADDENDUM # 1

RFP #7461371

RFP Title: Integrated Senior Health Information Program (SHIP), Senior Medicare Patrol (SMP), and Regional Aging and Disabilities Resource Center (ADRC) Services

Bid Opening Date & Time: Wednesday, May 8, 2013 @ 10:00 AM (EST)

Notice to Vendors:

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. AS WELL AS THE LIST OF ATTENDEES FROM THE PRE- BID/PROPOSAL CONFERENCE ON HELD ON 4/5/2013.

NO FURTHER QUESTIONS WILL BE ANSWERED.

**David J. Francis
Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions for RFP # 7461371- Integrated Senior Health Information Program (SHIP), Senior Medicare Patrol (SMP), and Regional Aging and Disabilities Resource Center (ADRC) Services

Question 1: If an agency submits a proposal, can they still be considered as a sub-contractor by another agency in case they don't get awarded the funding?

Answer to question 1: Yes.

Question 2: Can a subcontractor work for two lead agencies?

Answer to question 2: Yes, with the understanding that we are looking for agencies to have physical presences in each region.

Question 3: Can any part of any of the 3 scopes of work be subcontracted out? In other words, can the subcontract mix tasks from the different scopes of work?

Answer to question 3: Yes.

Question 4: Do subcontract volunteers count toward the overall total of volunteers?

Answer to question 4: Yes

Question 5: Should the narrative combine all three scopes of work, or should there be separate categories within the narrative?

Answer to question 5: Either approach is acceptable as long as it is clear to the reviewer that all requirements are being addressed.

Question 6: What is considered a formal partnership – MOU, Letter of Intent, Letter of Support? Is a letter of commitment sufficient?

Answer to question 6: We are looking for the main grantee agency in each region to subcontract with two other providers. We do not need to see a contract with each of those providers for the purposes of the submission of the application; letters confirming each provider's commitment to the project would be adequate. In addition, you need to explain the details of the subcontracting relationship in the narrative.

Question 7: Is subcontractor the same as a formal partner?

Answer to question 7: Page 7 of the RFP references "formal agreements with at least two partner agencies." These partner agencies are the same as subcontractors.

Question 8: Under SHIP Outreach it is required to have 5 events Statewide? And is it 50 attendees at each of the events or total?

Answer to question 8: It is 50 attendees at each event. See items 32 and 33 on Page 10 of the RFP for more information. We require that disability-related information be included as part of five events within each agency's region and that outreach is made to assure the attendance of fifty or more clients with disabilities and/or their caregivers.

Question 9: Can the 2 outreach activities per month for SHIP be combined with the 2 required outreach events per month for SMP?

Answer to question 9: Yes, the integrated contract provides the opportunity to combine events to maximize resources.

Question 10: As a current regional point our territory currently has Cumberland. How do we address the confusion of Cumberland elders who are used to be serviced by LMSC? Do we have to service everyone even if they are not of the current newly designed Region?

Answer to question 10: The purpose of the RFP is to coordinate activities and, hopefully, provide a convenient opportunity for people to be served in their community. If someone from outside the contractor's region calls for an appointment, it is appropriate to refer them to the agency covering their town or city. If someone walks in the door, they should be helped and advised of their local agency for future assistance.

Question 11: What happens to the main Statewide Office of The Point?

Answer to question 11: The main Statewide Office of THE POINT is not part of this RFP. There are no changes at the Statewide Office.

Question 12: Who does all the data entry/reports? Is each formal partner/sub contractor responsible or the main Grantee?

Answer to question 12: With respect to providing data and statistical reports to DEA, the main Grantee is responsible for work performed by the subcontractor. Each SHIP counselor can enter their own data into SHIPtalk. With respect to SMARTFACTS, which is used to enter SMP data, DEA will provide one license to each grantee agency. Only one user per agency can enter data in SMARTFACTS.

Question 13: What happens to any follow up appointments, most of the time issue is not resolved in one visit?

Answer to question 13: The ADRC program requires follow up with clients when it is appropriate to do so.

Question 14: Will DEA provide a training or certification in the AIRS Standards?

Answer to question 14: DEA will consider it, but will not commit to it at this time.

Question 15: On the electronic copy are we required to have all necessary document signatures or just on the paper versions?

Answer to question 15: Signatures are required on both electronic and paper documents.

Question 16: Can one agency act as the applicant and be listed as a sub-contractor for another agency which is also applying for a grant?

Answer to question 16: Yes.

Question 17: Does it say somewhere in the RFP like the 10 pages are double-spaced and what font size you want? I didn't find it where I normally look for it, so I figured I would ask.

Answer to question 17: The RFP did not specify. We would like a narrative using a font size of not less than 11. Single-spaced or double-spaced is fine so long as the narrative does not exceed 10 pages.

Question 18: Do you want it double-spaced, single-spaced? I mean, do you know, or are you just -- if you want to talk about that and post the answer. However you want to do that.

Answer to question 18: Single-spaced or double-spaced is fine so long as the narrative does not exceed 10 pages.

Question 19: And then in line with that (Q18 above), there was one mention on Page 18 under the technical narrative where it talks about the 10 pages. I just want to make sure I'm understanding this. It says, excludes any appendices and as appropriate includes resumes. So the 10 pages includes resumes, or the appendices includes resumes?

Answer to question 19: Resumes can be included in the appendices. The resume pages do not count toward the number of narrative pages.

Question 20: The term, subcontractor's used in several places. Is it your understanding that the term, subcontract versus agreement carries with it a commitment of money?

Answer to question 20: Yes.

Question 21: When you say there must be at least two subcontracts, you mean including the subcontracting of funds to an agency to do part of the work?

Answer to question 21: Yes.

Question 22: Is there any restriction in the budget on what the money can be spent on? Can it be used on any line item?

Answer to question 22: There are no specific requirements for the budget. The only restrictions relate to indirect costs (page 19 of RFP) and the allocation of no less than \$2,046.75 of the SHIP award to counseling efforts to dual-eligibles (page 7 and 8 of RFP).

Question 23: So I just don't want to leave that question. In terms of where it designates the \$2,046 for the dual eligible, it says it twice. Are you looking for over 5,000, or is that the same 2,000 we're talking about?

Answer to question 23: The minimum amount is \$2,046.75.

Question 24: You talked about the coordination of open enrollment being the responsibility of the primary six grantees and that they would be required to staff that. In the past, I know the DEA staff have participated in that work. Specifically, like staff members have been out doing open enrollment. Are you saying that there's going to be a change in the involvement of DEA staff in open enrollment?

Answer to question 24: Yes, DEA staff will be less available to participate in open enrollment events.

Question 25: The scope of work is, obviously, very laid out separately by the three different types of funding sources that you're including in this package. And I understand that there's a certain overlap in function. And I know you did that so we would be clear as to what's expected under each funding source. But I imagine that you're looking for us to integrate that into a project and not address those three programs completely separately. Obviously, there are some areas that relate to one and not the other two. But is the intent here to integrate the work?

Answer to question 25: We are looking for agencies to be innovative and to develop efficient and coordinated ways of delivering the services.

Question 26: The funding -- the funding is last October 1st, Older Americans Act money. And is it actually in the state, or is it at risk due to cliffs and sequesters and all of that good stuff?

Answer to question 26: We anticipate that the awards are going to be as set forth in the RFP: \$105,000 per grant award. If we do find that we need to make modifications to the award amount, we will address that during the contract negotiation process.

Question 27: Finally, the timing on this. Obviously, you have agencies at the table who have staff people who are covered under

some of these funds now, and we all have our own processes for notifying people if their job is not continuing in July. I know the date of when this is due, but when can we expect that people will know one way or the other?

Can you give us some assurance that that would be at least 30 days in advance of the funding cycle?, or -- I mean, I'm just looking at the reality of people already out there doing these jobs.

Answer to question 27: As soon as the award is finalized, we will post it on our website. The Division of Purchases cannot give you a timeframe; it has an evaluation process that must be completed before a purchase order is issued.

Question 28: Can we expect that everybody involved in the process will be sensitive to the fact that time is of the essence here for a lot of the agencies at this table?

Answer to question 28: Yes, the Division of Purchases recognizes that awards are time sensitive.

Question 29: The scope of work, Number 5. It says, install and maintain adequate telephone line, Page 13. I was just wondering if we need like new telephones lines for the staff who are going to be working on the program or if there could be existing phone lines for extensions?

Answer to question 29: If existing phone lines are adequate, there is no need to install additional phone lines.

Question 30: What you consider as a formal partnership. And do you need to have an official MOU, or is it okay to just have a letter of support?

Answer to question 30: The RFP requires that the main grantee agency in each region subcontract with two other providers. We do not need to see a contract with each of those providers for the purposes of the submission of the application; a letter confirming the provider's commitment to the project would be adequate. In addition, you need to explain the details of the subcontracting relationship in the narrative, and the amount of funding to be provided to the subcontractor should be indicated in the budget.

Question 31: Is the subcontractor the same as the formal partner requirement?

Answer to question 31: See answer to question 7.

Question 32: SO, you're looking more for a memorandum, an official document with those two --?

Answer to question 32: See answer to question 6.

Question 33: If money's going to change hands, it's going to be -- it's going to be a contract with somebody. It's more than just an MOA or an MOU?

Answer to question 33: See answer to question 6.

Question 34: So just to clarify -- but if you do have the non-fiduciary agreements, all right, the collaborations that are critical to implementing the objectives of our program, you -- if you mention that you're going to work with someone in a significant way, a letter of agreement to work collaboratively would be attached, not talking about money or anything?

Answer to question 34: If your organization has unfunded agreements with community agencies that support the activities and outreach of your grant application, you should elaborate on these strategic relationships in your narrative. You can include letters of agreement if you choose to do so.

Question 35: We are a little confused about so how does the financial reporting takes place? Do the subcontractors somehow report to the primary contractor, or do they directly submit any kind -- because they received funds, do they directly report to DEA for that money?

And the same will be true as far as statistics for the program will be if I was -- if I were a subcontractor, we would send it to the primary contractor, and then they would compile things and send it on to DEA?

Answer to question 35: DEA's contractual relationship will be with the primary grantee; the funding will go from DEA to the primary grantee. No funds will be paid directly to any subcontractors. All reporting, both financial and statistical, for the primary grantee and its subcontractors will be provided by the primary grantee to DEA.

Question 36: In the application itself, the attachments, the fiscal, the budget and all of that relates to the primary grantee. There's no requirement to submit those for the two subcontractors; is that correct?

Answer to question 36: The submissions are required for the primary grantee and not for the two subcontractors. When we are in contract negotiations, we may request the subcontractor budgets and/or other information relating to the subcontractors.

Question 37: I mean in terms of attachments where you put articles of incorporation and boards of directors and all of that, the only -- this original package is around the primary grantee -- and not the two subcontractors?

Answer to question 37: See answer to question 36.

Question 38: Under the SHIP Outreach events, it's saying five statewide and that there needs to be fifty attendees. Is that total at each of the five events?

Answer to question 38: See answer to question 8.

Question 39: I -- to follow up on that, there are outreach events that are required for both SMP and SHIP. Is there a possibility of combining those events so that you're speaking -- you're covering both requirements of the two events per month for both?

Answer to question 39: Yes, the integrated contract provides the opportunity to combine events to maximize resources.

Question 40: Okay. And so there's no problem with like using -- Social Security usually goes out and events in the community. Can we -- if they're planning some events, can we use -- could we use something that they were already planning if we were to provide the staff at those events or -- URI SNAP Outreach, for instance, does some outreach events.

Answer to question 40: Yes.

Question 41: I'm a little concerned with follow-up appointments within the region. Even if we -- say you had, you know, three -- you have the three groups. You've got the main grantee and the two -- two other subgrantees. Often times the issue is not resolved in one appointment. So then what happens to that person? That's just a general question. And I think under the regional points it talks about, you know, providing follow-up, you know, accessibility, you know.

Answer to question 41: The ADRC program requires follow up with clients when it is appropriate to do so

Question 42: Currently, you know, some of the regions have changed. So, you know, we have people who have for years now have been used to coming to our facility. So we've -- the particular region that I'm in with the -- Cumberland has been dropped. So what happens when somebody from Cumberland calls us? Are we still required to see that person, or are we telling them, no, you've got to go to another region now?

Answer to question 42: The purpose of the RFP is to coordinate activities and, hopefully, provide locations for people to be served in their community. However, we do not want to put up barriers for people who want to go to agencies where they have relationships and are comfortable. An acceptable policy that has been practiced by agencies is to refer beneficiaries calling to make appointments

to the agency covering their area. However, if someone walks in the door, the agency should assist the person.

Question 43: These regions have changed before in the past. Now, they're changing back. And just as my comment is that the way we handle it in Woonsocket is that if we know in advance -- if the person is calling in to make an appointment, then we can refer them to somewhere else. But if they physically walk in the door, we don't say, no, now you've got to drive to Pawtucket. So that's another consideration.

Answer to question 43: Agreed.

Question 44: And we've kind of been told, you know, if somebody comes in then you have to -- you're required to see them. We would see them. We wouldn't just send them on their way. And then my last question is as far as the AIRS standards, would there be a formal training possibly like DEA would provide in that and/or the certification?

Answer to question 44: See answer to question 14.

Question 45: Do you envision just the main grantee being responsible to input all the data into the -- all the systems?

Answer to question 45: See answer to question 12.

Question 46: I wonder if you could talk a little bit about origin and intent of the requirement for an applicant to have subcontractors and perhaps use some examples of what's going on now that seem to meet this objective for you.

Answer to question 46: The intent of the subcontractor requirement is to ensure that a region is covered adequately at the local level; to involve community agencies in the project; and to create partnerships that meet the unique needs of each region (i.e., supporting local cultural or ethnic groups).

Question 47: How did you decide on two as opposed to five or one?

Answer to question 47: Two is a minimum that would be appropriate given the size of each region.

Question 48: My question was about SMP. We -- right now the way it works, only one person at each agency can enter data. In this new world, would it be one person at the -- at the main contractor, or would it be one person at each agency including the subcontractors?

Answer to question 48: With respect to SMARTFACTS, which is used to enter SMP data, DEA will provide one license to each grantee agency. Only one user per agency can enter data in SMARTFACTS.

Question 49: The licensing is very strict because there's lots of volunteers and lots of staff that work on the grant. Only one person can work on the data. So the other question was: Do you -- do you recommend creativity? For example, we had a meeting this morning, and we got very creative in splitting the citizens in town because all of us -- as you said you had Cumberland. And now, Cumberland is now an area you would like to apply for. So would you recommend or support that one agency, for example, does the town that they've been doing so far and chooses to contract with an agency that is applying for more areas and -- I don't know if I'm making sense here.

Answer to question 49: DEA supports creativity and innovation in providing the required services within the community.

Question 50: You said that you would follow the case management areas of designation right now. I have to ask this. You know, with -- would you -- you probably wouldn't answer that. But case management agencies, would they have a better shot than the rest of us that are not case management agencies, or would everybody have an equal shot, you know, when applying for an RFP?

Answer to question 50: Each agency has the same opportunity.

Question 51: What if you -- I can't see anybody turning down money, but what if you had a region where nobody bid? You have six regions. Say nobody bid on Region 6. What would happen to that region?

Answer to question 51: DEA will review the options and make a determination.

Question 52: Can a subcontractor be a subcontractor for more than one region?

Answer to question 52: Yes, with the understanding that we are looking for agencies to have physical locations in each region.

Question 53: Could a subcontractor be a subcontractor for more than one region?

Answer to question 53: See answer to question 52

Question 54: Is there a match requirement?

Answer to question 54: No.

Question 55: I know that Tuesday is the deadline for questions. But sometimes when you read the answers to these questions, another question pops up. So will there be -- will these be posted in

time to allow us to meet the deadline for follow-up questions on Tuesday?

Answer to question 55: The pre-bid questions and answers will not be posted prior to April 9th. Both the questions from the pre-bid conference and the questions received through e-mail by the due date will be responded to and posted on-line as soon as possible.

Question 56: Would you please be sensitive to the fact that vague answers will not help?

Answer to question 56: Yes.

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1. Child & Family	Lori Guaranta	31 John Chalk Rd, Middletown, CT 06459	Lguaranta@ChildandFamily.com	901-845-2269
2. Westway Community Care	DAN CHILL	BUTTERNUTS AVE WARWICK	DAN-CHILL@COM.NET	528 8635
3. East Bay Community Care	DUSTY BROWN	100 BULLOCKS PT RIVERSIDE	05080@ebccp.org	435-1876
4. W. Warwick Senior Center	Manny Morson	145 Washington St W. Warwick	M.Morson@wrcs.org	800-445-128-7582
5. UNITED WAY OF RI	Mary Lou Moran	420 Main St Pawtucket	mkmoran@budgetri.com	519-0632
6. Kathy McKern	Alicia	One Catharine St Pawtucket	KMcKern@discovery.com	401-78330206
7. Capital Budget Reporting	Nathan Hussier	931 Jefferson Blvd Warwick RI 02886	sr_sen@capital.com	739-3600
9. Jill Anderson	Senior Services, Inc	84 Social St Woonsocket RI 02895	Michael@SeniorCommunications.com	766-3134
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11. East Bay Community Action Program	SUSAN LEWIS	100 Bullocks Pt E. Prov. RI		
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