

Notes Supplemental Homecare RFP Q & A.

Date: September 10, 2020

Time: 11:05 am to 11:42 am

Q. PCA 1, PCA 2 and Home maker. Only certified personnel can provide care. Is there a way to combine PCA1 and Homemaking in the proposal?

A. PCA1 and Housekeeping perform essentially the same functions. A proposal will be submitted for PCA1, PCA2 and Housekeeping which lists functions as you are trained.

Enhanced rates and regular rates were explained, in addition to the lowest rates being the one selected.

Q. Explain the rates in more detail?

A. There are normal plans to serve. Providers are requested to provide a normal rate for easier to serve clients. The enhanced rate is for clients who are deemed to be harder to serve (e.g. those outside of their regular service area). Rates are part of the assessment process and in either scenario the lowest rate available will get priority to pick up clients.

Q. Turnaround time. How long is the turnaround time to be in the client's home?

A. 10 business days

Q. Are we able to access more than the 75 clients acknowledged in the RFP?

A. There are 75 clients that funding is available for, however that number can increase going forward.

Q. For Clients – How many hours does the client get? Transportation needs to be factored in depending on the client's location which may be cost prohibitive.

A. PCA2 can be approximately 6 hours per week; PCA1 and Housekeeping require a little less. Care plans require 5-7 hours weekly. Our cases average 6 hours per week.

Q. Are there any pre-assessment for the clients prior to service? Want to ensure that pre-assessment is done.

A. All clients do get an assessment prior to service starting. Financial and personal assessments are performed to inform the client's service level needed. Currently we are not doing them in person, but doing them over the phone.

Q. PCA2 Clients. Over time client's needs more care, how do we go about increasing hours for clients that need it?

A. We do annual assessments; we do bi-monthly check in. If the aid sees a need for more care the case manager is contacted to re-assess or make changes to service plans to meet needs. Open to communication all the time.

Q. Fine print. Required to have auto and liability insurance. We are a small company, but is there a way to make an exception with the needed insurance coverage.

A. Send an email with the question so that we can follow up with an attorney to get you the answer.

Q. How quickly are the invoices turned around after billing is sent?

A. Once invoice is received it takes approximately one week to 10 business days for payments to be processed.

Q. If we have questions after the WebEx can we call?

A. All questions have to be emailed so that they are documented so that all agencies have the same information.

Q. How many agencies are going to be accepted? How many did you reach out to?

A. No limitation currently, approximately 10, but there can be more.

How to do you get clients? We will always take the lowest bid. Bids are sent out once per week on Mondays. Notification will be sent out Friday of the winning bid and the agency has 10 days to start service. If service is not started by then the next lowest bid is given the chance to pick up the client. Agencies will enter their own units into the system, training will be provided if needed.

Q. Clarification of bids. Monday cases go out, by Friday agency sends out bus?

A. Bids are due by 3 pm Wednesday and the agency will be notified by Friday if their bid was successful.

Q. How are notices sent out on Monday, email or fax?

A. Notices are sent out via fax.

Q. Is there any way that the County can waive the need for the Auto Liability and the Excess Umbrella Liability?

- A. The County will not waive these policies for this type of service. When an agency requires staff to use personal vehicles, we need proof of Auto with hired/non-owned coverage. Umbrella Policies are also necessary to protect in the event of a substantial claim (personal injury or death).
- Q. Are we supposed to write and supply five original proposals?
- A. Yes.
- Q. Do we send 1 electronic copy to the County?
- A. Yes.
- Q. Are we also to complete and submit one copy of the Price Proposal Worksheet?
- A. No, five copies of the Price Proposal Worksheet should be sent to the County.
- Q. What part is supposed to go into the sealed envelope?
- A. Five copies of the Price Proposal Worksheet should be the item sent in a sealed envelope.