In accordance with provisions of the Senior Connection Center, Inc. (SCC) Request for Proposals (RFP) for the Enhanced Home Care for the Elderly Program (EHCE), the following questions were received during the bidders conference or in writing from prospective bidders. Interested parties may submit questions and inquiries throughout the period from January 13, 2023 to June 16, 2023. All responses to written inquiries and updates to the procurement process will be posted on seniorconnectioncenter.org and sent to interested parties on the EHCE mailing list.

1) If our company should bid, does this mean we have to do all these services listed in the email or can we pick which services we do?

The Proposer can select which services you can provide from the list.

2) Are all these counties included or just the ones we pick?

The Proposer can select which counties you would like to serve.

3) Can you please forward me the addresses of your locations, how many rooms are at each location?

The locations are not known at this time. Per the RFP advertisement, if the proposal was accepted, the Proposer would be added to an approved vendor list. Once client needs are determined through SCC, SCC will coordinate the referral and service authorization process. At this time, the location and number of rooms would be known.

4) What is the average square footage of the homes/centers that your organization is looking to provide services under this RFP?

The average square footage information is not known at this time. Per the RFP advertisement, if the proposal was accepted, the proposer would be added to an approved vendor list. Once client needs are determined through SCC, SCC would coordinate the referral and service authorization process. At this time, square footage information would be available.

5) If issued a contract, how long is the contract period for?

The contract would begin on the date it is signed by both parties. The end date for client service delivery is August 31, 2023 or the date specified in the accepted Service Authorization to Subcontractor. The contract shall end on October 31, 2023, in order to
provide the maximization of resources and to allow greater flexibility to pay for Services rendered on or before August 31, 2023.

6) Can you clarify the statement “thus it is possible contracts to successful Proposers could range from $30,000 to an excess of $100,000 depending on the circumstances.”

SCC is projecting to serve several hundred clients through the EHCE program. A successful Proposer could receive multiple client Service Authorizations, thus the possibility of contracts ranging from $30,000 to an excess of $100,000 depending on the circumstances.

7) The $6,000 cap can be limiting and it is likely some clients will have additional needs beyond the $6,000.

SCC recognizes clients may have needs greater than the $6,000 cap. SCC will prioritize which services are most critical depending on the client’s situation.

8) How is SCC going to hold contractors accountable for Level II background screenings?

SCC will provide oversight and monitoring to ensure all contractual requirements are met.

9) What paperwork will be required to demonstrate compliance?

The sample EHCE Program and Service Contract and EHCE Master Contract details the required documentation to ensure contractual compliance. To assist Subcontractors, SCC can provide training and technical assistance. SCC may also create templates and reporting schedules to assist Subcontractors.

10) Does SCC need to be listed on the insurance declaration page?

SCC will need to be listed on the insurance declaration page once contracts are executed with the Subcontractor.

11) We do not have a visual organizational chart, would a narrative work?

Yes, a narrative will work. It is important SCC knows appropriate contact information for the management team.

12) Do you need the Department of Elder Affairs (DOEA) Attestation of Compliance for Level II Background Screenings completed?

Yes, the DOEA Attestation of Compliance is a required document to be signed with the contract.
13) Do you need completed Level II Background Screenings?

SCC will request Level II Background Screening documentation from Subcontractors during the contract period.

14) We heard the goal is to serve several hundred clients. Who is doing the administrative work?

SCC will assess client needs through the 701 B assessment, develop a care plan, and authorize services to Subcontractors. Additional information on SCC’s obligations to DOEA and AHCA can be found in Section 57 of the sample EHCE Master Contract.

15) Can we use multiple funding streams?

SCC is focusing on active and wait listed HCE clients. If a client appears eligible for HCE, please make a referral to SCC. Clients active in other programs such as OAA, and on the wait list or active in HCE can be potentially served through EHCE.

16) Who are the Lead Agencies?

Hillsborough County Department of Aging Services, Manatee County Community and Veterans Services Department, Seniors First, Inc. and NU-HOPE Elder Care Services, Inc.

17) Can you send contact information for Lead Agencies?

Yes, SCC can send contact information for Lead Agencies. Please email Kristina Melling at kristina.melling@sccmail.org to obtain this information.

18) Can SCC provide an in-service training to help know more about requirements once Subcontractors are in place?

Yes, SCC can provide an in-service training to Subcontractors on EHCE program requirements.

Additional Questions and Answers as of 02/22/23:

1. If we are approved to be a contracted company for this project, will the clients that we are providing the services to be provided by you all?

Yes, Senior Connection Center will identify and establish eligibility for the clients in this program.
2. The EHCE Master Contract states 8 hr. response for problems not emergencies but problems with the service, we sometimes do not get the paperwork for that day in until 6:00 pm, so that would put our response time way into the night. Any way we can change it to following day before 12:00 pm?

   Subcontractors will have eight (8) business hours to respond back to SCC emails.

3. As far as reports, pest control is simply controlling and killing as many roaches, spiders, ants as possible (this service does not include bedbugs and outside pest control but does include perimeter service). Every service is tailored made for clients’ home and property and serviced monthly afterwards. Do we still have to put in a report on each service when they are all basically the same? Paper work with signed by client will be provided at end of every month for you and payment.

   All reporting requirements apply to the Pest Control service.

4. After accepting and talking with the client if they agree to be home and will not let us in, a perimeter spray and granules will be done around home for 75 percent of the cost of service due to high insurance and gas etc.

   SCC can pay for the service performed. SCC must be informed of any deviation from the Service Authorization.

5. Do we need to submit multiple proposals if we are looking to bid for multiple services for all counties in PSA 6?

   Only one proposal needs to be submitted.

6. Our agency services low-income clients. Does the EHCE program have income limits?

   The EHCE program does not have income or asset limits.