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Adult Protective Services

Q&A

	RFP Section	Question	Answer
1		Could you attach the commodity codes for the following RFP?	They are on the Setup tab in JAGGAER and are: 85100000 Comprehensive health services 46160000 Public safety and control 46180000 Personal safety and protection 91110000 Domestic and personal assistance 93150000 Public administration and finance services
	RFP Section	Question	Answer
2		Are contract services provided by business associates and service providers such as homecare agencies, personal care homes, home healthcare agencies, shelter's, meal delivery services, transportation services, Per Diem staffing services providers, paid from and by the Adult Protective Services Budget Funds, and if so, do these provide us with monthly bills, for these services to be process?	Protective services will be paid through a resulting contract if the requirements of III-6 Tasks Section G Providing and purchasing protective services are met. The selected Offeror will fund services upfront, submit invoices, and be reimbursed for services verified as having been rendered.
	RFP Section	Question	Answer
3		Are government agencies and other services providers mandatorily required to assist this APS in making available needed contract services to assist this APS in implementing the required Adult services needed?	The county Area Agencies on Aging will continue to provide the intake for APS reports of need. To comply with the requirements for the provision of protective services, the selected Offeror must be familiar with those protective services that may be available through public entities or services providers.
	RFP Section	Question	Answer
4		When would be the starting time for this APS contract implementation date?	The anticipated start date is January 1, 2020.

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5	Page 1 Technical Submittal	Given the new requirements for face-to-face meetings within 24 and 72 hours, along with tighter timeframes around documentation, would the Commonwealth consider an investigator to case ratio of 1:15 instead of one investigator for every 20 cases?	The selected Offeror may not exceed the investigator active case ratio of 1:20; however, an Offeror is free to propose a ratio of 1:15 or any other ratio as long as it does not exceed 1:20.
	RFP Section	Question	Answer
6	Pages 4-5 Technical Submittal PartIII-3.C	Please explain who qualifies to provide a professional reference for Key Personnel.	The Offeror must determine appropriate references for the services to be provided.
	RFP Section	Question	Answer
7	Page 5 Technical Submittal Part III-3.D Subcontractors	Please further define subcontractors. Are subcontractors only limited to professionals who provide protective services? Are psychologists, attorneys, service providers all considered subcontractors? Should information regarding these resources be included in our Technical Submittal?	Subcontractors are not purchased services. These are potentially individuals filling the roles of intake workers, investigators, supervisors, regional managers, or director.
	RFP Section	Question	Answer
8	Page 9 Technical Submittal Part III-6.C	Does the timeframe requirement for a face-to-face assessment listed under item 13 apply to reports of abuse that occur in a facility licensed by the State?	Yes. The selected Offeror must categorize cases based on the allegations and must conduct a face-to-face assessment within the required timeframe as dictated by the categorization.
	RFP Section	Question	Answer
9	Page 11 Technical Submittal Part III-6.E	Item 4 includes the requirement to maintain case files and all related information for six years from the determination. What if SAMS does not allow for this requirement?	At this time, there is no foreseeable issue with SAMS being unable to meet this requirement.
	RFP Section	Question	Answer
10	Page 12 Technical Submittal Part III-6.F	Regarding consent, what happens if an at-risk individual does not consent to the assessment of need?	When a report is substantiated or if an assessment is necessary to determine whether or not the report is substantiated, the selected Offeror shall conduct an assessment. If the adult in need of protective

			services refuses to participate in the assessment, the selected Offeror may petition the court for access to the adult or an involuntary intervention when a third party or caregiver has interfered with the assessment or when the selected Offeror is able to demonstrate coercion, extortion or fear of further abuse, neglect, exploitation or abandonment. Information gathered by collateral contacts can be used to assist in the completion of the assessment and documented as such on the appropriate form.
	RFP Section	Question	Answer
11	Page 13 Technical Submittal Part III-6.G	If a unique service is needed and is emergent, may the service be provided without a written agreement with the service provider? If not, how should emergency services be handled?	Yes, with the intent on obtaining a written agreement within 10 calendar days.
	RFP Section	Question	Answer
12	Page 14 Technical Submittal Part III-6.G	Is the requirement for DHS approval for protective services that are anticipated to continue more than 30 calendar days only relevant to protective services that are purchased?	Yes. If at any point, services are purchased and are anticipated to go beyond 30 days or exceed $3,000, the selected Offeror must obtain the written approval of the Department prior to exceeding $3,000 or 30 days.
	RFP Section	Question	Answer
13	Page 14 Technical Submittal Part III-6.H	SAMS does not have the capacity to completely expunge a record, as records deleted from the system continue to be accessible. Given this, what are the contractor's responsibilities regarding expungement of records as per the Act?	If the consumer is solely contained in SAMS due to an under-60 APS investigation, the consumer may be fully deleted out of SAMS. If the consumer is known to another program outside of APS, the selected Offeror must delete the following items: APS care enrollment, all APS RONs, all APS ISAs, all APS care plans containing documentation, any

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			associated APS attachments, and APS service deliveries.
	RFP Section	Question	Answer
14	Pages 15-16 Technical Submittal Part III-6.J	In the event the contract is extended on a month-to-month basis beyond a plan transition date, will the incumbent vendor continue to be paid based on the then current Fixed Monthly Fee?	This question is not relevant to preparing a proposal in response to this RFP.
	RFP Section	Question	Answer
15	Pages 15-16 Technical Submittal Part III-6.J	Is the contract turnover period before or after the last day of the contract for the then incumbent contractor?	Contract Turnover occurs prior to the end of the contract resulting from this RFP
	RFP Section	Question	Answer
16	Page 19 Technical Submittal Part III-7.E	The requirement states that "The selected Offeror must require individuals to attend and complete basic training provided through the Commonwealth within the first 2 months of employment <u>and prior to conducting investigations</u>. Investigators <u>may not</u> be assigned cases requiring investigation until basic training is complete." This requirement is likely to negatively impact a contractor's ability to meet the new face-to-face requirements (Pages 9 and 10, III-6. Work Plan, D. Investigation of Cases, 1. Priority Case and 2. Nonpriority Case) <u>and</u> new reassessment requirements (Page 13, F. Assessment of need and service plan development for those determined to be Adults of abuse, neglect, exploitation, or abandonment, as defined by the Act, 6.l.). Basic Training is not available every month. Oftentimes training space is not available at the next scheduled training immediately following hire. The delay in assigning investigations would render many new hires as "placeholders" unable to contribute to the meeting of these requirements. What happens if the trainings are full or a staff member needs to be hired during a month where the classroom basic training is not being offered? Are other training options/activities available in lieu of basic training (such as completion of the Temple Training Modules) when such timing issues arise?	A written request may be submitted to the Director of the APS Division for consideration to waive this requirement. Detailed information must be provided on why this requirement cannot be met and what training and oversight will be provided by the selected Offeror.

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	RFP Section	Question	Answer
17	Page 20 Technical Submittal Part III-7.H	Regarding HIPAA compliance, Commonwealth staff have historically resisted the multi-step process of opening secure emails sent from outside the Commonwealth's email system. In order to comply with this section, will Commonwealth staff follow standard protocols with opening and retrieving emails that are sent securely?	The selected Offeror should utilize the CWOPA accounts provided by the Commonwealth.
	RFP Section	Question	Answer
18	Page 22 Technical Submittal Part III-8	Determinations from investigations can take up to 15 days. Can monthly reports be due by the 20th day of the subsequent month in order to provide better data on the status of investigations that occurred during the prior month?	Yes.
	RFP Section	Question	Answer
19	Page 26 Technical Submittal Part III-9	Regarding the performance standard for referral calls, please explain the difference in the performance requirement for answering calls within four (4) rings versus responding to calls within thirty (30) minutes.	The selected Offeror is required to answer calls within 4 rings. If the call is answered by a call center or other designee, the call center must contact the selected Offeror and the selected Offeror must respond to the original caller within 30 minutes.
	RFP Section	Question	Answer
20	Page 26 Technical Submittal Part III-9	Regarding the performance standard for referral emails, please further explain what needs to be completed within two hours of a referral. Is it the intent of the Commonwealth that there are 24/7 intake staff available to process a referral within two hours of submission regardless of when the referral was sent?	The selected Offeror must review, categorize appropriately, and assign all received reports of need within 2 hours and may include initiating the report within the appropriate timeframe and seeing the individual accordingly.
	RFP Section	Question	Answer
21	Page 26 Technical Submittal Part III-9	Regarding the performance standard for Investigation Format, what is the time frame for documentation to be considered "missing"?	Documentation requirements are outlined in the Tasks section. Case initiation and determination must be entered within one calendar day of occurring. The remaining

			investigation documentation must be entered within 7 calendar days of the activity. If case initiation and determination are entered after one day, this will be considered missing. If remaining case documentation is entered after 7 calendar days, this will be considered missing. The Department may request, at any time, that all documentation be entered for its review.
	RFP Section	Question	Answer
22	Cost Submittal	In addition to the fixed fee, can the vendor charge a processing fee for all protective service costs that are passed through to the Commonwealth?	No, the fixed monthly fee must be all-inclusive.
	RFP Section	Question	Answer
23	Cost Submittal	The formula for the Annual Amount for Year 1 (cell C13) consists of the Fixed Monthly Fee for Year 1 (cell B13) multiplied by 9. The Contract Totals for Year 1 (cell C26) is the sum of the Year 1 Readiness Review (cell C7) and the Annual Amount for Year 1 (cell C13). It appears that Year 1 consists of three (3) months for Readiness Review and nine (9) months of operations. Is this correct?	Yes.
	RFP Section	Question	Answer
24	Cost Submittal	How should incumbent contractor complete Year 1 when there is no offline Readiness Review period?	Per instructions within the Cost Submittal section
	RFP Section	Question	Answer
25	Cost Submittal	There are no formulas in the Fixed Monthly Fee column (cells B13 to B17). Please confirm that this should be equal to the amounts per year in Row 77 of the “Cost Verification” spreadsheet divided by 12?	Cell C26 of the Cost Submittal tab, the total cost for Year 1 should equal Cell D77 of the Cost Verification tab.

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	RFP Section	Question	Answer
26	Cost Submittal	Should the costs for Year 1 include the Readiness Review costs or only the nine (9) months of operations? Likewise, should Year 3 include the detail of the Contract Turnover costs or the 12 months of Year 3 operations costs?	If you are referring to the Cost Verification tab, yes. Year 3 should include the Contract Turnover costs and 12 months of the fixed monthly fee.
	RFP Section	Question	Answer
27	Cost Submittal	Per the Technical Submittal, Subcontractors include SDBs. Should the direct labor costs associated with a SDB be included in the Direct Labor Costs section or shown in the Subcontract Cost section?	Those costs should be included in the Subcontract Cost section.
	RFP Section	Question	Answer
28	Cost Submittal	The Total columns (columns D, G, J, M, P) in the Labor Overhead, Consultant Cost, and Subcontract Cost sections of the spreadsheet contain formulas consisting of the Hourly Rate column multiplied by the # of Hours column. Is it acceptable to override a formula with a fixed amount if the detailed costs are not based upon hourly rates?	Yes.
	RFP Section	Question	Answer
29	Cost Submittal	What is the definition of Operational Overhead versus General Administrative Overhead?	Operational Overhead are the indirect costs or fixed expenses of **operating** a business (that is, the costs not directly related to the manufacture of a product or delivery of a service) that range from rent to administrative costs to marketing costs. **Administrative overhead** is those **costs** not involved in the development or production of goods or services. Examples of **administrative overhead costs** are the **costs** of HR and payroll and executive salaries, wages, and commissions.
	RFP Section	Question	Answer

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30	Cost Submittal	If a Contract Turnover Plan is not approved until four (4) months prior to the last day of the contract, how can a Contract Turnover fixed fee be provided now without mutually agreed upon expectations?	Offerors must determine the costs based on the Contract Turnover requirements and activities defined in the RFP. Refer to Part III, Section, III-6.J. Contract Turnover of the RFP.
	RFP Section	Question	Answer
31	DHS Addendum to Standard Contract Terms and Conditions Subrecipient/Contractor Audits Audit Clause B – Subrecipient For-Profit Organizations	Is there any Federal audit requirement or DHS annual audit requirement for the contractor?	Refer to the audit clauses attached to the DHS Addendum to Standard Contract Terms and Conditions in the Buyer Attachments.
	RFP Section	Question	Answer
32		Ongoing guardianship costs for individuals no longer involved with APS are currently a pass-through cost, paid in advance by the contractor and subsequently billed to DHS on a monthly basis. These ongoing costs are expected to increase as more guardianships continue to be awarded as a result of APS cases. Are there plans to address how guardianships funding in the future, to remove the burden of the contractor having to absorb significant “front end” payments, which will only grow over time?	This is an ongoing discussion between the Department of Human Services and the Department of Aging. The selected Offeror must research and pursue all potential payors for ongoing monthly guardianship costs. The selected Offeror shall petition the court at the time the Adult turns 60 and request that funding be pursued elsewhere.
	RFP Section	Question	Answer
33		Will Area Agencies on Aging continue to take referrals and initially complete Reports of Need?	Yes.
	RFP Section	Question	Answer
34		What is the annual spend for protective services?	The Department does not provide this information. This information is not necessary to complete a proposal for this RFP.

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	RFP Section	Question	Answer
35		Does the Commonwealth anticipate demand (i.e. number of reports) to increase in response to public outreach from DHS?	The Department cannot anticipate this scenario.
	RFP Section	Question	Answer
36		Are all data for reporting requirements for monthly, quarterly, and annual reports, along with protective service reporting requirements, able to be generated through SAMS? If not, what data and reports need to be tracked and generated outside of SAMS?	No. Please refer to the reports and controls section. The selected Offeror will need to maintain and track some data independently from SAMS.
	RFP Section	Question	Answer
37		Should there be a need for increased staffing based on an increase in demand for investigations, how will additional staff be funded?	The Department will track the demand for additional staff. If the need arises, the Department will discuss this with the selected Offeror. This will also be considered if the need for staff decreases.